PeopleSoft®

PeopleSoft EnterpriseOne Service Management 8.11 PeopleBook

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Contents

General Preface

About This PeopleBook Preface xv

PeopleSoft Application Prerequisites xv

PeopleSoft Application Fundamentals xv

Documentation Updates and Printed Documentation xvi

Obtaining Documentation Updates xvi

Ordering Printed Documentation xvi

Additional Resources xvii

Typographical Conventions and Visual Cues xviii

Typographical Conventions xviii

Visual Cues xix

Country, Region, and Industry Identifiers xix

Currency Codes xx

Comments and Suggestions xx

Common Elements Used in PeopleBooks xx

Preface

PeopleSoft EnterpriseOne Service Management Preface xxiii

PeopleSoft Products xxiii

PeopleSoft Application Fundamentals xxiii

Common Elements Used in This PeopleBook xxiv

Chapter 1

Getting Started with PeopleSoft EnterpriseOne Service Management 1

Service Management Overview 1

Service Management Integrations 2

Service Management Implementation 5

Global Implementation Steps 5

Implementation Steps for Service Management 6

Chapter 2

Understanding the Service Management Features 9

System Features 9

Equipment Information Management 9
Contract Management 9
Work Order Management 10
Warranty Claims Management 10
Supplier Recovery Management 10
Customer Self-Service Portal 11
Failure Analysis 11
Additional Features 11
Solution Advisor 11
Branch Scripting 12
Billing for Service Management 12
Voucher Processing for Service Management 12
Returned Material Authorization (RMA) 13
Preventive Maintenance Cycle 13
Integration with Intelligent Graphic Solution (IGS) 13

Chapter 3
Setting Up Service Management 15
Understanding Service Management Setup 15
Common Elements Used in this Chapter 15
Setting Up Service Management Constants 18
Understanding Service Management Constants 19
Forms Used to Set Up General Service Management Constants 19
Setting Up General Service and Warranty Constants 19
Setting Up the CRM Constant for Service Management 21
Setting Up User- Defined Codes 22
Understanding User Defined Codes 22
Setting Up System Next Numbers 25
Understanding Next Numbers 25
Form Used to Set Up System Next Numbers for Service Management 26
Setting Up System Next Numbers for Service Management 26
Setting Up Product Family and Model Combinations 27
Understanding Product Family and Model Combinations 27
Form Used to Set Up Product Family and Model Combinations for Service Management 27
Setting Up Product Family and Model Combinations for Service Management 28
Setting Up Customers and Service Providers 28
Understanding Customers and Service Providers 28
Forms Used to Set Up Customers and Service Providers for Service Management 30
Setting Up Customers for Service Management 30

Setting Up Service Providers for Service Management....32
Setting Up Suppliers....36
Form Used to Set Up Suppliers for Service Management....36
Setting Up Suppliers for Service Management....36
Setting Up Inventory Information....37
Understanding Inventory Information....38
Prerequisites....38
Setting Up Automatic Accounting Instructions....39
Understanding Automatic Accounting Instructions....39
Form Used to Set Up Automatic Accounting Instructions for Service Management....40
Setting Up Automatic Accounting Instructions for Service Management....41
Setting Up Assessor Defaults and Rules Sequence....41
Understanding the Assessor Defaults and Rules Sequence Program....41
Forms Used to Set Up Assessor Defaults and Rules Sequence for Service Management....42
Setting Up Assessor Defaults and Rules Sequence....42
Setting Processing Options for Assessor Default Entry (P17113)....42
Setting Up Repair Time Schedules....43
Understanding the Standard Repair Time Entry Program (P1771)....43
Form Used to Set Up Repair Time Schedules For Service Management....43
Setting Up Repair Time Schedules for Service Management....43
Setting Up Document Type Information....44
Understanding Document Type Information....44
Form Used to Set Up Document Type Information....45
Setting Up Document Type Information for Service Management....45

Chapter 4
Managing Equipment....49
Understanding Equipment Information Management....49
Common Elements Used in this Chapter....51
Setting Up Equipment Master Constants for Service Management....55
Understanding Equipment Master Constants....55
Form Used to Set Up Equipment Master Constants for Service Management....55
Setting Up Equipment Master Constants for Service Management....55
Setting Up Base Warranty Defaults and Rules....57
Understanding Base Warranty Defaults and Rules....57
Forms Used to Set Up Base Warranty Defaults and Rules for Service Management....58
Setting Up Base Warranty Defaults for Service Management....58
Setting Up Warranty Rules for Service Management....59
Creating Equipment Master Records Manually....60

Understanding Manual Creation of Equipment Records....60
Prerequisite....60
Forms Used to Create Equipment Master Records Manually....60
Creating Equipment Master Records Manually: Non-CRM Users....62
Creating Equipment Master Records Manually: CRM-Users....63
Setting Processing Options for the Work with Equipment Master (P1701) Program....64
Setting Processing Options for the Equipment Master Revisions Program (P1702)....67
Setting Processing Options for the CRM - Manage Equipment Program (P90CD001)....72
Creating Equipment Records From Fixed Assets....72
Understanding Creating Equipment Records from Fixed Assets....73
Forms Used to Create Equipment Records From Fixed Assets....73
Setting Processing Options for the Create Equipment Master Extension Tables Program (P17021)....73
Working with Product Registration....74
Understanding Product Registration....74
Prerequisites....75
Forms Used to Work with Product Registration....75
Entering Product Registration....75
Setting Processing Options for the Product Registration Program (P17051)....76
Entering Product Speed Registration....79
Working with the Equipment Master Update Program....79
Understanding Equipment Master Updates....79
Understanding the Equipment Master Update Program....82
Understanding the Equipment Master Global Update Program....83
Prerequisite....83
Forms Used to Work with Equipment Master Update Program....83
Running the Equipment Master Update Program....83
Setting Processing Options for the Equipment Master Update Program (R17024)....84
Running the Equipment Master Update for Multiple Records Program....86
Setting Processing Options for the Equipment Master Global Update Program (P17022)....87
Creating Base Warranty Contracts....88
Understanding Base Warranty Contracts....88
Form Used to Create Base Warranty Contracts for Service Management....88
Creating Base Warranty Contracts for Service Management....88
Working With Parent and Component Information....89
Understanding Parent and Component Information....89
Forms Used to Work with Parent and Component Information....91
Reviewing and Revising Parent Information....91
Reviewing Current Equipment Components....92
Setting Processing Options for the Equipment Master Parent/Child Program (P12017)....92

Working with Status History....93
Understanding Status History....93
Forms Used to Work with Status History....94
Reviewing Status History....94
Tracking Mean Time Between Failures For Equipment....94
Setting Processing Options for the Status History Program (P1307)....95
Scheduling Maintenance for Installed Equipment....96
Understanding Maintenance for Installed Equipment....96
Understanding the Customer Reference Report....97
Prerequisites....97
Forms Used to Schedule Maintenance for Installed Equipment....98
Scheduling Maintenance for Installed Equipment....98
Setting Processing Options for the Equipment PM Schedule Program (P1207)....101
Reviewing the Customer Reference Report....102

Chapter 5
Managing Contracts....103
Understanding Contracts....103
Common Elements Used in This Chapter....103
Contract Types....104
Setting Up Contracts....104
Understanding Contract Setup....105
Forms Used to Set Up Contracts....106
Setting Up Contract Constants....108
Setting Up Customer Service Line Types....110
Setting Up Billing Frequency....114
Setting Up Tax Rates....115
Setting Processing Options for Tax Rate/Area (P4008)....117
Setting Up Daylight Savings Rules....118
Entering Contract Coverage Information....118
Setting Processing Options for Work with Contract Coverage (P1724)....119
Entering Service Type Information....120
Setting Up Cost Type Percentages....121
Entering Service Package Information....122
Setting Up Entitlement Dates....124
Setting Up Contract Duration Ranges....126
Setting Up MailMerge Documents for Contract Renewals....126
Managing Contracts....129
Understanding Contract Management....129

Prerequisites....130
Forms Used to Manage Contracts....131
Entering Supplier Contract Header Information....133
Entering Supplier Contract Detail Information....134
Entering Service Contract Header Information....135
Entering Service Contract Detail Information....138
Reviewing Service Contract Information....142
Renewing a Service Contract....143
Copying a Service Contract....143
Setting Processing Options for Contract Revisions (P1721)....143
Setting Processing Options for Work With Contracts (P1720)....148
Defining the Entitlement Rules Sequence for Service Contracts....149
Defining the Entitlement Rules Sequence for Supplier Contracts....150
Reviewing Entitlement Information for Service Contracts....150
Reviewing Entitlement Information for Supplier Contracts....150
Canceling Contracts....150
Suspending Contracts....151
Canceling and Suspending Contract Detail Lines....151
Crediting Contract Detail Lines....152
Creating Contract Prepayment Transactions....152
Generating Contract Renewal Letters....154
Reviewing Contract Renewal Letters....154
Setting Processing Options for Contract Renewal Letters (R1731)....154
Billing for Contracts....155
Understanding the Billing Process....155
Understanding AAIs for Contracts Setup....156
Understanding Contract Billing for Service Management....158
Understanding Contract Workfile Generation....158
Prerequisite....159
Forms Used to Bill for Contracts....159
Setting Processing Options for Service Contract Workfile Generation (R1732)....159
Reviewing Contract Billing Information....160
Working with the Amortization Process....162
Understanding Amortization....162
Understanding Amortization Workfile Generation....162
Prerequisites....163
Form Used to Work with the Amortization Process....163
Setting Processing Options for Amortization Workfile Generation (R17321)....163
Reviewing Amortization Records....164
Printing Contracts....165

Setting Processing Options for Print Contracts Report (R1733).....165
Reviewing Contract Reports 166
Reviewing the Contract Report 166
Setting Processing Options for Contract Report (R1734).....167
Reviewing the Service Contract Renewal Report 167
Setting Processing Options for Service Contract Renewal (R1730).....167
Reviewing the Service Contract Detail Renewal Report 171
Setting Processing Options for Service Contract Detail Renewal (R1735).....171
Reviewing the Service Contract Cancel Report 175
Setting Processing Options for Service Contract Cancel (R1736).....175

Chapter 6
Managing Work Orders.....177
Understanding Work Order Management.....177
Common Elements Used in This Chapter.....180
Setting Up Work Orders 189
AAIs for Work Order-Related Distribution.....190
Understanding Work Order Setup.....192
Prerequisites.....193
Forms Used to Set Up Work Orders for Service Management.....193
Setting Up Work Order Constants.....193
Setting Up Work Order History.....195
Setting Processing Options for Work With Work Order History (P17715).....195
Attaching Activity Rules to Work Orders 196
Creating Work Orders Using Work Order Entry (P48201/P17714).....197
Understanding Work Orders.....197
Prerequisites.....198
Forms Used to Enter Work Orders (P48201/P17714).....199
Entering Work Orders (P48201/P17714).....199
Setting Processing Options for Work Order Revisions (P17714).....199
Assigning Parts to a Work Order.....209
Understanding Parts Assignment.....209
Prerequisites.....209
Forms Used to Assign Parts to a Work Order.....210
Assigning Parts from a Standard Parts List.....210
Setting Processing Options for Work Order Parts Detail (P17730).....210
Assigning Labor to a Work Order.....214
Understanding Labor Assignment.....215
Prerequisites.....215

Forms Used to Assign Labor to a Work Order....216
Copying Labor Details from Standard Instructions....216
Manually Assigning Labor Details....216
Setting Processing Options for Work Order Labor Detail (P17732)....216
Creating Work Orders Using the Service Management Workbench (P90CD020)....218
Understanding the Service Management Workbench....218
Prerequisites....218
Forms Used to Enter Work Orders (P90CD020)....219
Entering Work Orders (P90CD020)....220
Setting Processing Options for Service Management Workbench (P90CD020)....221
Processing Work Orders....223
Understanding Work Order Processing....224
Prerequisites....227
Forms Used to Process Work Orders....228
Generating and Printing Quotes for Work Orders....228
Setting Processing Options for Work Order Quote (R17711)....228
Creating Work Order Prepayment Transactions....229
Issuing Material from a Single Location....229
Issuing Material from Multiple Locations....230
Setting Processing Options for Work Order Inventory Issues (P31113)....231
Reviewing and Approving Inventory Journal Entries....234
Entering Time....235
Setting Processing Options for Work Order Time Entry (P311221)....236
Updating Hours and Quantities....238
Setting Processing Options for W.O. Hours and Quantity Update (R31422)....238
Reviewing and Approving Cost Routing Journal Entries....239
Posting Cost Routing Journal Entries to the General Ledger....239
Billing and Paying Work Orders....239
Understanding Work Order Billing and Paying....240
Generating the Work Order Workfile....241
Setting Processing Options for SWM Work Order Workfile Generation (R1775)....242

Chapter 7
Working with Warranty Claims and Supplier Recovery Claims....245
Understanding Warranty Claims and Supplier Recovery Claims....245
Common Elements Used in this Chapter....245
Warranty Claims and Supplier Recovery Claims....247
Multicurrency Transactions for Warranty Claims and Supplier Recovery Claims....249
Checklist for Setting Up Warranty Claims and Supplier Recovery Claims....250

Managing Warranty Claims....252
Understanding Warranty Claims Management....252
Prerequisite....253
Form Used to Manage Warranty Claims....253
Entering Warranty Claims....253
Setting Processing Options for Warranty Claims (P1777)....254
Submitting Warranty Claims....258
Setting Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701)....258
Managing Supplier Recovery Claims....260
Understanding Supplier Recovery Management....260
Prerequisite....261
Form Used to Enter Supplier Recovery Claims....261
Entering Supplier Recovery Claims....261
Setting Processing Options for Supplier Recovery Claims (P1779)....262
Submitting Supplier Recovery Claims....264
Working with Interoperability for Warranty Claims and Supplier Recovery Claims....264
Understanding Interoperability for Warranty Claims and Supplier Recovery Claims....265
Processing Inbound Warranty Claims....266
Setting Processing Options for Inbound Warranty Claim Processing (R174801Z2I)....266
Processing Outbound Supplier Recovery Claims....267
Setting Processing Options for Outbound Supplier Recovery Processing (R174801Z2O)....267
Revising an Inbound Warranty Claim or an Outbound Supplier Recovery Claim....268
Setting Processing Options for Warranty Claim/Supplier Recovery Processing (P174801Z)....268
Processing Parts Detail for Inbound Warranty Claims....269
Setting Processing Options for Inbound Warranty Claim Parts Detail Processing (R173111Z2I)....269
Processing Labor Detail for Inbound Warranty Claims....269
Setting Processing Options for Inbound Warranty Claim Labor Detail Processing (R173112Z2I)....270
Purging Inbound Warranty Claims or Outbound Supplier Recovery Claims....270
Setting Processing Options for Warranty Claim/Supplier Recovery Purge (R174801Z2P)....270

Chapter 8
Using the Customer Self-Service Portal....271
Understanding the Customer Self-Service Portal....271
Adding Equipment....271
Viewing Equipment....272
Viewing Work Orders....272
Viewing Contracts....272

Chapter 9
Setting Up Advanced Pricing for Service Management 273
Understanding Advanced Pricing 273
Setting Up Preference Hierarchies 273
Understanding Setup of Preference Hierarchies 274
Prerequisite 274
Forms Used to Set Up Preference Hierarchies 274
Setting Up a Preference Master 275
Defining a Pricing Hierarchy 276
Setting Up Service and Warranty Detail Groups 276
Form Used to Set Up Service and Warranty Detail Groups 276
Setting Up Service and Warranty Detail Groups 276
Setting Up Price Adjustment Definitions 278
Understanding Price Adjustment Definitions 279
Prerequisites 279
Forms Used to Set Up Price Adjustment Definitions 279
Setting Up Price Adjustment Definitions 279
Setting Up Adjustment Schedules 284
Understanding Adjustment Schedules 284
Prerequisites 284
Form Used to Set Up Adjustment Schedules 284
Setting Up Adjustment Schedules 284
Setting Up Adjustment Details 285
Form Used to Set Up Adjustment Details 286
Setting Up Adjustment Details 286
Attaching Adjustment Schedules 288
Forms Used to Attach Adjustment Schedules 289
Attaching an Adjustment Schedule to a Customer Record 291
Attaching an Adjustment Schedule to a Service Provider Record 292
Attaching an Adjustment Schedule to a Supplier Record 292
Activating an Adjustment Schedule for a Contract 292
Activating an Adjustment Schedule for a Work Order 292
Activating an Adjustment Schedule for a Case 292
Activating an Adjustment Schedule for a Warranty Claim 292
Activating an Adjustment Schedule for Supplier Recovery 293
Reviewing Price History 293
Forms Used to Review Price History 293
Reviewing Price History 293

Chapter 10
Working with Prepayments 295
Understanding Prepayment Processing 295
Authorizing Prepayment Transactions 296
Understanding Prepayment-Transaction Authorization 296
Setting Processing Options for Work with Prepayment Processing Information (P004201) 296
Working with Prepayment Transactions 296
Understanding Prepayment Transactions 297
Understanding Settlement of Prepayment Transactions 297
Understanding the Process of Running the A/R Draft Collection for Prepayments Program 297
Understanding the Process of Reviewing Prepayment Journal Entries 298
Understanding the Process of Running the Prepayment Transaction Report 298
Forms Used to Work With Prepayment Transactions 299
Working With Prepayment Transactions 299
Setting Processing Options for Settle Prepayment Transactions (R004202) 300
Setting Processing Options for A/R Draft Collection (R03B680) 301
Setting Processing Options for Prepayment Transaction Report (R004203) 303

Chapter 11
Understanding Vertex Sales Tax Q Series 305
Vertex Sales Tax Q Series 305

Appendix A
Delivered Workflow for PeopleSoft EnterpriseOne Service Management 307
Delivered Workflow for PeopleSoft EnterpriseOne Service Management 307
Work Order Activity Rules 307

Glossary of PeopleSoft Terms 309

Index 319

About This PeopleBook Preface

PeopleBooks provide you with the information that you need to implement and use PeopleSoft applications.

This preface discusses:

- PeopleSoft application prerequisites.
- PeopleSoft application fundamentals.
- Documentation updates and printed documentation.
- Additional resources.
- Typographical conventions and visual cues.
- Comments and suggestions.
- Common elements in PeopleBooks.

Note. PeopleBooks document only page elements, such as fields and check boxes, that require additional explanation. If a page element is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line. Elements that are common to all PeopleSoft applications are defined in this preface.

PeopleSoft Application Prerequisites

To benefit fully from the information that is covered in these books, you should have a basic understanding of how to use PeopleSoft applications.

You might also want to complete at least one PeopleSoft introductory training course, if applicable.

You should be familiar with navigating the system and adding, updating, and deleting information by using PeopleSoft menus, and pages, forms, or windows. You should also be comfortable using the World Wide Web and the Microsoft Windows or Windows NT graphical user interface.

These books do not review navigation and other basics. They present the information that you need to use the system and implement your PeopleSoft applications most effectively.

PeopleSoft Application Fundamentals

Each application PeopleBook provides implementation and processing information for your PeopleSoft applications. For some applications, additional, essential information describing the setup and design of your system appears in a companion volume of documentation called the application fundamentals PeopleBook. Most PeopleSoft product lines have a version of the application fundamentals PeopleBook. The preface of each PeopleBook identifies the application fundamentals PeopleBooks that are associated with that PeopleBook.

The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft applications across one or more product lines. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of the appropriate application fundamentals PeopleBooks. They provide the starting points for fundamental implementation tasks.

Documentation Updates and Printed Documentation

This section discusses how to:

- Obtain documentation updates.
- Order printed documentation.

Obtaining Documentation Updates

You can find updates and additional documentation for this release, as well as previous releases, on the PeopleSoft Customer Connection website. Through the Documentation section of PeopleSoft Customer Connection, you can download files to add to your PeopleBook Library. You'll find a variety of useful and timely materials, including updates to the full PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM.

Important! Before you upgrade, you must check PeopleSoft Customer Connection for updates to the upgrade instructions. PeopleSoft continually posts updates as the upgrade process is refined.

See Also

PeopleSoft Customer Connection, https://www.peoplesoft.com/corp/en/login.jsp

Ordering Printed Documentation

You can order printed, bound volumes of the complete PeopleSoft documentation that is delivered on your PeopleBooks CD-ROM. PeopleSoft makes printed documentation available for each major release shortly after the software is shipped. Customers and partners can order printed PeopleSoft documentation by using any of these methods:

- Web
- Telephone
- Email

Web

From the Documentation section of the PeopleSoft Customer Connection website, access the PeopleBooks Press website under the Ordering PeopleBooks topic. The PeopleBooks Press website is a joint venture between PeopleSoft and MMA Partners, the book print vendor. Use a credit card, money order, cashier's check, or purchase order to place your order.

Telephone

Contact MMA Partners at 877 588 2525.

Email

Send email to MMA Partners at peoplesoftpress@mmapartner.com.

See Also

PeopleSoft Customer Connection, https://www.peoplesoft.com/corp/en/login.jsp

Additional Resources

The following resources are located on the PeopleSoft Customer Connection website:

Resource	Navigation
Application maintenance information	Updates + Fixes
Business process diagrams	Support, Documentation, Business Process Maps
Interactive Services Repository	Interactive Services Repository
Hardware and software requirements	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation & Software, Hardware and Software Requirements
Installation guides	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation & Software, Installation Guides and Notes
Integration information	Implement, Optimize + Upgrade, Implementation Guide, Implementation Documentation and Software, Pre-built Integrations for PeopleSoft Enterprise and PeopleSoft EnterpriseOne Applications
Minimum technical requirements (MTRs) (EnterpriseOne only)	Implement, Optimize + Upgrade, Implementation Guide, Supported Platforms
PeopleBook documentation updates	Support, Documentation, Documentation Updates
PeopleSoft support policy	Support, Support Policy
Prerelease notes	Support, Documentation, Documentation Updates, Category, Prerelease Notes
Product release roadmap	Support, Roadmaps + Schedules
Release notes	Support, Documentation, Documentation Updates, Category, Release Notes
Release value proposition	Support, Documentation, Documentation Updates, Category, Release Value Proposition
Statement of direction	Support, Documentation, Documentation Updates, Category, Statement of Direction

Resource	Navigation
Troubleshooting information	Support, Troubleshooting
Upgrade documentation	Support, Documentation, Upgrade Documentation and Scripts

Typographical Conventions and Visual Cues

This section discusses:

- Typographical conventions.
- Visual cues.
- Country, region, and industry identifiers.
- Currency codes.

Typographical Conventions

This table contains the typographical conventions that are used in PeopleBooks:

Typographical Convention or Visual Cue	Description
Bold	Indicates PeopleCode function names, business function names, event names, system function names, method names, language constructs, and PeopleCode reserved words that must be included literally in the function call.
Italics	Indicates field values, emphasis, and PeopleSoft or other book-length publication titles. In PeopleCode syntax, italic items are placeholders for arguments that your program must supply. We also use italics when we refer to words as words or letters as letters, as in the following: Enter the letter *O*.
KEY+KEY	Indicates a key combination action. For example, a plus sign (+) between keys means that you must hold down the first key while you press the second key. For ALT+W, hold down the ALT key while you press the W key.
`Monospace font`	Indicates a PeopleCode program or other code example.
“ ” (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meanings.

Typographical Convention or Visual Cue	Description
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe (|).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.

Visual Cues

PeopleBooks contain the following visual cues.

Notes

Notes indicate information that you should pay particular attention to as you work with the PeopleSoft system.

Note. Example of a note.

If the note is preceded by *Important!,* the note is crucial and includes information that concerns what you must do for the system to function properly.

Important! Example of an important note.

Warnings

Warnings indicate crucial configuration considerations. Pay close attention to warning messages.

Warning! Example of a warning.

Cross-References

PeopleBooks provide cross-references either under the heading “See Also” or on a separate line preceded by the word *See.* Cross-references lead to other documentation that is pertinent to the immediately preceding documentation.

Country, Region, and Industry Identifiers

Information that applies only to a specific country, region, or industry is preceded by a standard identifier in parentheses. This identifier typically appears at the beginning of a section heading, but it may also appear at the beginning of a note or other text.

Example of a country-specific heading: “(FRA) Hiring an Employee”

Example of a region-specific heading: "(Latin America) Setting Up Depreciation"

Country Identifiers

Countries are identified with the International Organization for Standardization (ISO) country code.

Region Identifiers

Regions are identified by the region name. The following region identifiers may appear in PeopleBooks:

- Asia Pacific
- Europe
- Latin America
- North America

Industry Identifiers

Industries are identified by the industry name or by an abbreviation for that industry. The following industry identifiers may appear in PeopleBooks:

- USF (U.S. Federal)
- E&G (Education and Government)

Currency Codes

Monetary amounts are identified by the ISO currency code.

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other PeopleSoft reference and training materials. Please send your suggestions to:

PeopleSoft Product Documentation Manager PeopleSoft, Inc. 4460 Hacienda Drive Pleasanton, CA 94588

Or send email comments to doc@peoplesoft.com.

While we cannot guarantee to answer every email message, we will pay careful attention to your comments and suggestions.

Common Elements Used in PeopleBooks

Address Book Number Enter a unique number that identifies the master record for the entity. An address book number can be the identifier for a customer, supplier, company, employee, applicant, participant, tenant, location, and so on. Depending on the application, the field on the form might refer to the address book number as the customer number, supplier number, or company number, employee or applicant id, participant number, and so on.

As If Currency Code Enter the three-character code to specify the currency that you want to use to view transaction amounts. This code allows you to view the transaction amounts as if they were entered in the specified currency rather than the foreign or domestic currency that was used when the transaction was originally entered.

Batch Number Displays a number that identifies a group of transactions to be processed by the system. On entry forms, you can assign the batch number or the system can assign it through the Next Numbers program (P0002).

Batch Date Enter the date in which a batch is created. If you leave this field blank, the system supplies the system date as the batch date.

Batch Status Displays a code from user-defined code (UDC) table 98/IC that indicates the posting status of a batch. Values are:

Blank: Batch is unposted and pending approval.

A: The batch is approved for posting, has no errors and is in balance, but it has not yet been posted.

D: The batch posted successfully.

E: The batch is in error. You must correct the batch before it can post.

P: The system is in the process of posting the batch. The batch is unavailable until the posting process is complete. If errors occur during the post, the batch status changes to E.

U: The batch is temporarily unavailable because someone is working with it, or the batch appears to be in use because a power failure occurred while the batch was open.

Branch/Plant Enter a code that identifies a separate entity as a warehouse location, job, project, work center, branch, or plant in which distribution and manufacturing activities occur. In some systems, this is called a business unit.

Business Unit Enter the alphanumeric code that identifies a separate entity within a business for which you want to track costs. In some systems, this is called a branch/plant.

Category Code Enter the code that represents a specific category code. Category codes are user-defined codes that you customize to handle the tracking and reporting requirements of your organization.

Company Enter a code that identifies a specific organization, fund, or other reporting entity. The company code must already exist in the F0010 table and must identify a reporting entity that has a complete balance sheet.

Currency Code Enter the three-character code that represents the currency of the transaction. PeopleSoft EnterpriseOne provides currency codes that are recognized by the International Organization for Standardization (ISO). The system stores currency codes in the F0013 table.

Document Company Enter the company number associated with the document. This number, used in conjunction with the document number, document type, and general ledger date, uniquely identifies an original document.

If you assign next numbers by company and fiscal year, the system uses the document company to retrieve the correct next number for that company.

If two or more original documents have the same document number and document type, you can use the document company to display the document that you want.

Document Number

Displays a number that identifies the original document, which can be a voucher, invoice, journal entry, or time sheet, and so on. On entry forms, you can assign the original document number or the system can assign it through the Next Numbers program.

Document Type

Enter the two-character UDC, from UDC table 00/DT, that identifies the origin and purpose of the transaction, such as a voucher, invoice, journal entry, or time sheet. PeopleSoft EnterpriseOne reserves these prefixes for the document types indicated:

P: Accounts payable documents.

R: Accounts receivable documents.

T: Time and pay documents.

I: Inventory documents.

O: Purchase order documents.

S: Sales order documents.

Effective Date

Enter the date on which an address, item, transaction, or record becomes active. The meaning of this field differs, depending on the program. For example, the effective date can represent any of these dates:

- The date on which a change of address becomes effective.
- The date on which a lease becomes effective.
- The date on which a price becomes effective.
- The date on which the currency exchange rate becomes effective.
- The date on which a tax rate becomes effective.

Fiscal Period and **Fiscal Year**

Enter a number that identifies the general ledger period and year. For many programs, you can leave these fields blank to use the current fiscal period and year defined in the Company Names & Number program (P0010).

G/L Date (general ledger date)

Enter the date that identifies the financial period to which a transaction will be posted. The system compares the date that you enter on the transaction to the fiscal date pattern assigned to the company to retrieve the appropriate fiscal period number and year, as well as to perform date validations.

PeopleSoft EnterpriseOne Service Management Preface

This preface discusses:

- PeopleSoft products.
- PeopleSoft application fundamentals.
- Common elements used in this PeopleBook.

PeopleSoft Products

This PeopleBook refers to these PeopleSoft products:

- EnterpriseOne Service Management
- EnterpriseOne Capital Asset Management
- EnterpriseOne Work Order Management

PeopleSoft Application Fundamentals

Additional, essential information describing the setup and design of the system resides in companion documentation. The companion documentation consists of important topics that apply to many or all PeopleSoft EnterpriseOne product lines:

- *PeopleSoft EnterpriseOne Address Book 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne Contract and Service Billing 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook*
- *PeopleSoft EnterpriseOne Financial Management Solutions Application Fundamentals 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne Fixed Assets 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne General Accounting 8.11 PeopleBook*
- *PeopleSoft EnterpriseOne Tools 8.94 Foundation PeopleBook*
- *PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook*

Common Elements Used in This PeopleBook

Asset Number

See Equipment Number.

Branch Plant

An alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

Business Unit

An alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

The system enters the default value for this field from records such as the equipment number, inventory item number, or customer number, based on SWM constants.

Co or Company

A code that identifies a specific organization, fund, or other reporting entity. The company code must already exist in the Company Constants table (F0010) and must identify a reporting entity that has a complete balance sheet. At this level, you can have intercompany transactions.

Note. You can use company 00000 for default values such as dates and automatic accounting instructions. You cannot use company 00000 for transaction entries.

Equipment Number

An identification code that represents an asset. You enter the identification code in one of the following formats:

- Asset number (a computer-assigned, 8-digit, numeric control number)
- Unit number (a 12-character alphanumeric field)
- Serial number (a 25-character alphanumeric field)

Every asset has an asset number. You can use unit number and serial number to further identify assets. If this is a data entry field, the first character you enter indicates whether you are entering the primary (default) format that is defined for your system, or one of the other two formats. A special character—such as a slash (/) or an asterisk (*)— in the first position of this field indicates which asset number format you are using. You assign special characters to asset number formats on the fixed assets system constants form.

CHAPTER 1

Getting Started with PeopleSoft EnterpriseOne Service Management

This chapter discusses:

- Service Management overview
- Service Management integrations
- Service Management implementation

Service Management Overview

Service Management enables your company to deliver excellent customer service efficiently, accurately, and consistently. You can manage all aspects of customer service, including:

- Track customer purchases and service.
- Generate service and supplier contracts.
- Schedule equipment repair.
- Manage warranty claims and supplier recovery claims.
- Review and associate failures, analyses, and resolutions with cases and work orders.

Customer service is critical to the long-term survival and success of every company. The level of service that your customers receive before, during, and after the original sale significantly affects your customers' next purchase. This concept applies to your product offerings as well as service offerings and, ultimately, determines your position in the market.

The efficiency and effectiveness of your service operations directly affect your organization's bottom line. Efficient service processes increase overall profit by minimizing product support costs and creating customer confidence, which often results in ongoing service contracts.

Service Management enables your organization to meet its service goals by:

- Providing world-class customer responsiveness.
- Operating efficient and cost-effective customer service processes.
- Achieving maximum service revenue.

Service Management Integrations

The PeopleSoft EnterpriseOne Service Management system integrates with these PeopleSoft products:

- PeopleSoft EnterpriseOne Address Book
- PeopleSoft EnterpriseOne Accounts Receivable
- PeopleSoft EnterpriseOne Accounts Payable
- PeopleSoft EnterpriseOne General Accounting
- PeopleSoft EnterpriseOne Fixed Assets
- PeopleSoft EnterpriseOne HR and Payroll
- PeopleSoft EnterpriseOne Capital Asset Management
- PeopleSoft EnterpriseOne Work Orders
- PeopleSoft EnterpriseOne Service Billing
- PeopleSoft EnterpriseOne Advanced Pricing
- PeopleSoft EnterpriseOne Inventory Management
- PeopleSoft EnterpriseOne Sales Order Management
- PeopleSoft EnterpriseOne Procurement
- PeopleSoft EnterpriseOne Resource Assignments
- PeopleSoft EnterpriseOne Condition-Based Maintenance
- PeopleSoft EnterpriseOne Equipment Cost Analysis

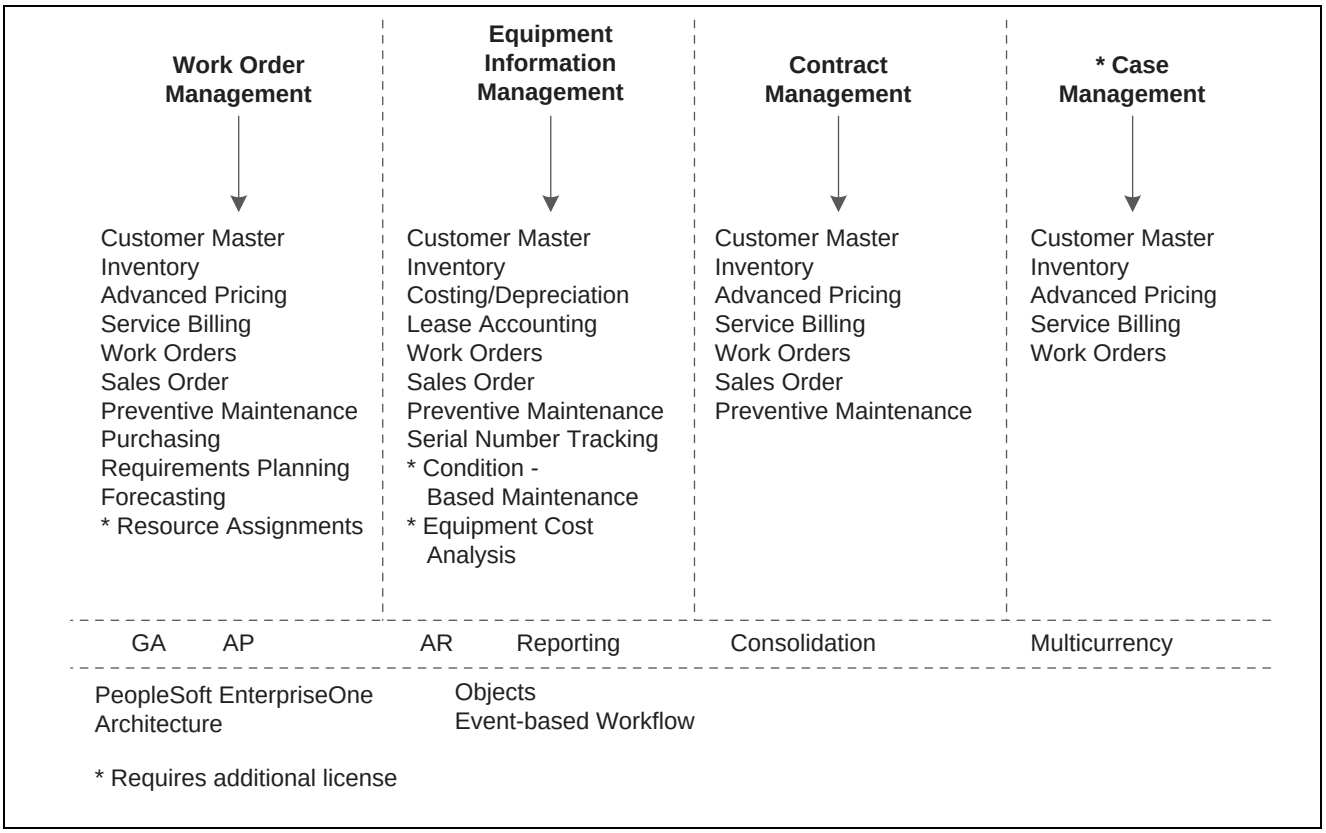
The Service Management system also integrates with this third-party system: Intelligent Graphic Solution (IGS).

Note. Your company might not have licensed all of these systems. Check with your system administrator to verify which systems have been purchased and installed.

Service Management also integrates with other PeopleSoft EnterpriseOne product features, including:

- Cases
- Solution Advisor and Scripting
- Returned Material Authorization (RMA)

The following graphic illustrates how added features for each of the modules work with existing features of other systems, all based on the PeopleSoft EnterpriseOne architecture, for a complete solution:



Service Management features and other systems

Address Book

Contains addresses, tax IDs, adjustment schedules, and pricing information for customers and service providers.

Accounts Receivable

Enables you to receive payment for services provided or for product purchases.

Accounts Payable

Enables you to pay service providers.

General Accounting

Enables you to review, approve, and post inventory journal entries to the general ledger.

Fixed Assets

Enables you to depreciate company-owned equipment that can be used for loaners, leases, or rentals.

Human Resources and Payroll

Enables you to record time spent assisting a customer on a call or case.

Capital Asset Management

Enables you to set up maintenance schedules for your products.

Work Orders

Contains records that you create in Work Order Management.

Service Billing

Enables you to generate and print invoices for contracts, work orders, and cases.

Advanced Pricing

Enables you to apply complex pricing methods to contracts, work orders, and cases.

Inventory Management

Enables you to record item information and to issue inventory to a work order.

Sales Order Management

Enables you to update the Equipment Information Management module to create installed equipment records for new pieces of equipment.

Procurement

Enables you to purchase spare parts and supplies.

Resource Assignments

Enables you to assign resources to a work order or to specific work order instructions while checking the current availability and assignment of the resources.

Condition-Based Maintenance

Enables you to input equipment alerts manually or automatically and then respond to them, based on your setup criteria.

Equipment Cost Analysis

Enables you to make financial inquiries that are based on account coding. You can also analyze the existing cost information based on equipment coding.

Cases

Enables you to store and track cases, which are questions or problems for which a solution is needed. You can use this system both as an internal help desk and as a call center to receive inbound calls from external customers. The Case program integrates with the Failure Analysis program.

Solution Advisor

Enables customers, service agents, and support agents to search the Solution Advisor knowledge base for an appropriate solution to a specific issue.

Branch Scripting

Enables you to gather detailed information about a customer or a customer’s problem, to assist a contact center agent in resolving issues.

Billing for Service Management

Enables you to bill for contracts, service orders, cases, warranty claims, and supplier recovery claims. Service Management uses the same billing programs as the Service Billing system.

Voucher Processing for Service Management

Enables you to generate a workfile to complete the voucher process for paying work orders.

Returned Material Authorization (RMA)

Enables you to obtain an approval from suppliers for customers to return inventory for credit, replacement, or repair.

Preventive Maintenance Cycle

Enables service departments that maintain customer equipment (whether the customer is internal or external) to plan, monitor, and complete routine maintenance operations to minimize equipment breakdowns and unscheduled repairs.

Integration with Intelligent Graphic Solution (IGS)

A third-party product that you can purchase separately. IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. You can select parts from the graphic, and return the item number to the work order parts list in PeopleSoft EnterpriseOne.

Service Management Implementation

This section provides an overview of the steps that are required to implement PeopleSoft EnterpriseOne Service Management.

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides and troubleshooting information. A complete list of these resources appears in the preface in *About These PeopleBooks* with information about where to find the most current version of each.

Global Implementation Steps

This table lists the suggested global implementation steps for PeopleSoft EnterpriseOne Service Management:

Step	Reference
1. Set up global user defined codes.	*PeopleSoft EnterpriseOne Tools 8.94: Foundation PeopleBook*
2. Set up companies, fiscal date patterns, and business units.	*PeopleSoft EnterpriseOne Financial Management Solutions Application Fundamentals 8.11 PeopleBook*, "Setting Up an Organization"
3. Set up next numbers.	*PeopleSoft EnterpriseOne Tools 8.94: Foundation PeopleBook*
4. Set up accounts, and the chart of accounts.	*PeopleSoft EnterpriseOne Financial Management Solutions Application Fundamentals 8.11 PeopleBook*, "Setting Up Accounts"

Step	Reference
5. Set up the General Accounting constants.	*PeopleSoft EnterpriseOne General Accounting 8.11 PeopleBook*, "Setting Up the General Accounting System"
6. Set up multicurrency processing, including currency codes and exchange rates.	• *PeopleSoft EnterpriseOne Multicurrency Processing 8.11 PeopleBook*, "Setting Up General Accounting for Multicurrency Processing" • *PeopleSoft EnterpriseOne Multicurrency Processing 8.11 PeopleBook*, "Setting Up Exchange Rates"
7. Set up ledger type rules.	*PeopleSoft EnterpriseOne Financial Management Solutions Application Fundamentals 8.11 PeopleBook*, "Setting Up Ledger Type Rules for General Accounting"
8. Enter address book records.	*PeopleSoft EnterpriseOne Address Book 8.11 PeopleBook*, "Entering Address Book Records"
9. Set up inventory information such as branch/plant constants, default locations and printers, manufacturing and distribution AAIs, and document types.	*PeopleSoft EnterpriseOne Inventory Management 8.11 PeopleBook*, "Setting Up the Inventory Management System"
10. Set up shop floor calendars.	*PeopleSoft EnterpriseOne Shop Floor Management 8.11 PeopleBook*, "Setting Up Shop Floor Management"
11. Set up manufacturing constants.	*PeopleSoft EnterpriseOne Product Data Management 8.11 PeopleBook*, "Setting Up Product Data Management"

Implementation Steps for Service Management

This table lists the suggested application-specific implementation steps for PeopleSoft EnterpriseOne Service Management:

Step	Reference
1. Set up Service Management constants.	Chapter 3, "Setting Up Service Management," Setting Up Service Management Constants , page 18
2. Set up customers and service providers.	Chapter 3, "Setting Up Service Management," Setting Up Customers and Service Providers, page 28
3. Set up suppliers.	Chapter 3, "Setting Up Service Management," Setting Up Suppliers, page 36
4. Set up work orders.	Chapter 6, "Managing Work Orders," Setting Up Work Orders , page 189
5. Set up activity rules for work orders.	*PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook*, "Setting Up the Work Order System," Setting Up Activity Rules for Work Orders
6. Set up standard parts lists.	Chapter 6, "Managing Work Orders," Assigning Parts to a Work Order, page 209
7. Set up work order instructions.	Chapter 6, "Managing Work Orders," Assigning Labor to a Work Order, page 214

Step	Reference
8. Set up assessor defaults and rules sequence.	Chapter 3, "Setting Up Service Management," Setting Up Assessor Defaults and Rules Sequence, page 41
9. Set up automatic accounting instructions.	Chapter 3, "Setting Up Service Management," Setting Up Automatic Accounting Instructions , page 39
10. Set up base warranty defaults and rules.	Chapter 4, "Managing Equipment ," Setting Up Base Warranty Defaults and Rules, page 57
11. Set up document type information.	Chapter 3, "Setting Up Service Management," Setting Up Document Type Information , page 44
12. Set up inventory information.	Chapter 3, "Setting Up Service Management," Setting Up Inventory Information , page 37
13. Set up product family and model combinations.	Chapter 3, "Setting Up Service Management," Setting Up Product Family and Model Combinations, page 27
14. Set up equipment master constants.	Chapter 4, "Managing Equipment ," Setting Up Equipment Master Constants for Service Management, page 55
15. Set up contracts.	Chapter 5, "Managing Contracts ," Setting Up Contracts , page 104
16. Set up preference hierarchies.	Chapter 9, "Setting Up Advanced Pricing for Service Management ," Setting Up Preference Hierarchies , page 273
17. Set up service and warranty detail groups.	Chapter 9, "Setting Up Advanced Pricing for Service Management ," Setting Up Service and Warranty Detail Groups, page 276
18. Set up price adjustment definitions.	Chapter 9, "Setting Up Advanced Pricing for Service Management ," Setting Up Price Adjustment Definitions , page 278
19. Set up adjustment details.	Chapter 9, "Setting Up Advanced Pricing for Service Management ," Setting Up Adjustment Details, page 285
20. Set up adjustment schedules.	Chapter 9, "Setting Up Advanced Pricing for Service Management ," Setting Up Adjustment Schedules , page 284
21. Set up repair time schedules.	Chapter 3, "Setting Up Service Management," Setting Up Repair Time Schedules, page 43

CHAPTER 2

Understanding the Service Management Features

This chapter provides an overview of the features in the Service Management system.

System Features

Service Management consists of the following modules:

- Equipment Information Management
- Contract Management
- Work Order Management
- Warranty Claims Management
- Supplier Recovery Management
- Customer Self-Service Portal
- Failure Analysis

Equipment Information Management

The Equipment Information Management module (formerly called Installed Base Management) allows you to enter and manage product registration and product master records. You can create and track current and historical information that is associated with each product or piece of equipment that you manufacture or sell. Information that you can track includes:

- Product registration.
- Recall management.
- Depreciation schedules.
- Preventive maintenance scheduling.
- Product maintenance history.
- Product life analysis and costing.

Contract Management

The Contract Management module allows you to record and manage service and supplier contract agreements. A contract is a written agreement between a customer and a provider (contractor), or between a manufacturer and a supplier. You can configure multiple types of contracts to fit your company's needs.

This module also provides features to accommodate various pricing methods, including advanced pricing, and helps you manage contract renewals by automatically generating new contracts when contracts expire. Primary features of this module include:

- Configurable service packages.
- Base and extended warranty information.
- Contract renewals.
- Flexible billing.
- Integrated entitlement processing.
- Prepayment processing.
- Advanced pricing.

Work Order Management

The Work Order Management module allows you to create a work order to process customer requests that cannot be resolved over the phone. You can create a work order to request that work be performed at the customer site or at a repair depot. Work orders provide the central database for all service and repair information and events associated with an equipment record, inventory item number, or product model. Primary features of this module include:

- Planning for labor, parts, and product maintenance.
- Online work order approval process.
- Estimating service capability.
- Entitlement checking.
- Service billing.
- Voucher processing

The system also enables you to manage Returned Material Authorizations (RMAs), which are authorizations from the supplier for the customer to return inventory for credit, replacement, or repair.

Warranty Claims Management

The Warranty Claims Management module allows service dealers and assessors to enter and manage warranty claims. Features include the assessment, approval, or rejection of claims, as well as the generation of supplier recovery claims from warranty claims.

Supplier Recovery Management

The Supplier Recovery Management module allows recovery managers to enter and manage supplier recovery claims. Supplier recovery claims are claims made by the manufacturer to the supplier for reimbursement for the warranty-related costs that are associated with a warranty claim or work order when the cause of the defect was a supplied part.

Customer Self-Service Portal

The Customer Self-Service (CSS) portal provides a simplified, configurable front-end to the Service Management system. The portal provides an easy way for customers to view information related to their service contracts, work orders, and equipment. The portal enables you to further increase customer satisfaction, decrease costs, and free up internal resources to work on higher priority activities through providing your customers, dealers, and distributors direct access to this information.

Failure Analysis

The Failure Analysis module (formerly called Knowledge Management) allows you to review and associate failures, analyses, and resolutions with cases and work orders. Primary features of this module include:

- Database of problems, research and testing, and solutions.
- Reusable units of failure analysis.
- Failure analysis transactions, in which you can associate a failure from a case or work order with an analysis and resolution.

See *PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook*, "Failure Analysis".

Additional Features

Service Management uses these additional features:

- Solution Advisor
- Branch Scripting
- Billing for Service Management
- Voucher Processing for Service Management
- Returned Material Authorization (RMA)
- Preventive Maintenance Cycle
- Integration with Intelligent Graphic Solution (IGS)

Solution Advisor

A properly deployed knowledge base will provide a mechanism to share the most up-to-date answers and information across your enterprise by organizing small and desperate bits of information. This information can then be delivered to customers in the form of solutions to the issues they report. Solution Advisor is a knowledge base application that assembles and classifies a wealth of product-specific information. The information is accessible by customers as well as service and support agents, all of whom have the ability to search the knowledge base for an appropriate solution to a specific issue. Solution Advisor provides the following benefits:

- Ability to capture and share expertise.
- Quicker agent ramp up time and reduced time to agent productivity.
- Quicker access to relevant solutions.
- Information that is available to all agents to access and use.

- "Level Zero" support, which allows customers to search for their own solutions
- Ability to evaluate the solution repository and make inactive those solutions that have become obsolete.

You can use either Solution Advisor or Failure Analysis, but not both programs.

See *PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook*, "Setting Up Solution Advisor".

Branch Scripting

Organizations frequently need to gather detailed information about a customer or a customer's problem. This information must be complete and consistent or follow-up interactions with the customer will be required, driving up costs. Designed to assist a contact center agent in resolving issues, Branch Scripting ensures the proper information is captured and stored, thus increasing the probability of success and limiting customer callbacks. Branch Scripting was added as another tool for agents to improve efficiency, effectiveness, consistency and productivity within a contact center. Branch Scripting solution provides the following benefits:

- Streamlines data capture by agents.
- Standardizes information gathering, for greater accuracy and consistency.
- Simplifies complex diagnosis, allowing less skilled resources to address complex issues and mirror the abilities of more experienced agents.
- Provides repeatable processes, improving productivity.
- Personalizes data capture interaction for respondents.

See *PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook*, "Setting Up and Managing Scripts".

Billing for Service Management

Service Management uses the same billing programs as the Service Billing system.

Before you can complete the billing process, you must generate transactions into the Billing Detail Workfile (F4812), as follows:

- For contracts, run the Service Contract Workfile Generation (R1732).
- For service orders, run the SWM Work Order Workfile Generation (R1775).
- For cases, run the Case Workfile Generation (R17675).
- For warranty claims, run the Warranty Claims Workfile Generation (R177701)
- For supplier recovery, run the Supplier Recovery Generation (R177701)

The system gathers the corresponding records that are eligible for billing and creates Billing Detail Workfile records (F4812).

See *PeopleSoft EnterpriseOne Contract and Service Billing 8.11 PeopleBook*, "Processing Invoices".

Voucher Processing for Service Management

You must generate a workfile before you can complete the voucher process, using one of the following programs:

- SWM Work Order Workfile Generation (R1775)

- Warranty Claim/Supplier Recovery Claim Workfile Generator (R177701)

When you run one of these programs, the system gathers the work orders that are eligible for payment from the Work Order Parts List table (F3111), the Parts Extension table (F31171), the Work Order Routing table (F3112), and the Routing Instructions - Extension table (F31172), and then the system creates records in the Billing Workfile table (F4812).

After you generate a workfile, you run the Voucher Generation program (R48122) to group workfile transactions and assign voucher numbers.

See *PeopleSoft EnterpriseOne Contract and Service Billing 8.11 PeopleBook*, "Processing Vouchers for Service Billing".

Returned Material Authorization (RMA)

A Returned Material Authorization (RMA) is an approval from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This process is also known as Returned Goods Authorization (RGA).

When you create an RMA, you create a purchase order (to receive the old product) and a sales order (to ship a replacement). Or you can create a credit order instead of shipping a replacement product. You can indicate how the system creates purchase orders and sales orders by setting up processing options for versions of the Sales Order Entry program and the Purchase Orders program (P4210 and P4310, respectively) and specifying those versions in the Work with Returned Material Authorization program (P40051).

Service Management utilizes customer and product information that you enter once in order to operate efficient and cost-effective service processes. For example, assume that an equipment record and a base-warranty record were created when you sold a computer monitor to a customer. When the customer calls with an issue, the customer service representative (CSR) is able to resolve the issue based on previous calls with corresponding failures, analyses, and resolutions. If the CSR is unable to resolve the issue, the CSR can create a Returned Materials Authorization, so that the customer can return the faulty monitor and receive a replacement.

See *PeopleSoft EnterpriseOne Sales Order Management 8.11 PeopleBook*, "Setting Up Returned Material Authorization".

Preventive Maintenance Cycle

Service departments that maintain customer equipment (whether the customer is internal or external) can plan, monitor, and complete routine maintenance operations to minimize equipment breakdowns and unscheduled repairs. When you manage your equipment maintenance needs, you define the type and frequency of each maintenance task for each piece of equipment, such as equipment covered under service contracts and warranties.

See *PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook*, "Understanding Preventive Maintenance (PM)".

See *PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook*, "Working with Preventive Maintenance (PM) Schedules".

Integration with Intelligent Graphic Solution (IGS)

Intelligent Graphic Solution (IGS) is a third-party product that you can purchase separately. IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. You can see each item or part in picture format, and in relation to its parents or other components. You can see an entire assembly, select parts from the graphic, and return the item number to the work order parts list in PeopleSoft EnterpriseOne.

See *PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook*, “Integrating with Intelligent Graphic Solution (IGS)”.

CHAPTER 3

Setting Up Service Management

This chapter provides an overview of Service Management setup and discusses how to:

- Set up service and warranty constants.
- Set up user defined codes for service management.
- Set up system next numbers.
- Set up product family and model combinations.
- Set up customers and service provider records.
- Set up suppliers.
- Set up inventory information.
- Set up automatic accounting instructions.
- Set up assessor defaults and rules sequence.
- Set up repair time schedules.
- Set up document type information.

Understanding Service Management Setup

Before you can use certain features of Service Management, you need to define the information that is critical for system processes. General setup tasks are the tasks that you must perform to set up any or all of the modules that are the Service Management system.

Common Elements Used in this Chapter

Cost Type A code that specifies each element of cost for an item. The system retrieves this value into the parts list on a service order and also uses it with costing. Examples are:

A1: Purchased raw material.

B1: Direct labor detail roll-up.

B2: Setup labor detail roll-up.

C1: Variable burden detail roll-up.

C2: Fixed burden detail roll-up.

Dx: Outside operation detail roll-up.

Xx: Extra add-ons, such as electricity and water.

The optional add-on computations usually operate with the type *Xx* extra add-ons. This cost structure allows you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user defined summary cost buckets.

Create Equipment Master Record An option that specifies whether the system creates an equipment record for an item when you run the Equipment Master Update program (R17024). The system only creates the equipment record during the update if you activate this option for the item.

Daylight Savings Rule A unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

This field applies to the time zone of the customer, service provider, or supplier.

Default Service Provider The address book number of the service provider.

The system retrieves this information when you enter a work order for this customer.

Document Type A user defined code (00/DT) that identifies the origin and purpose of the transaction. The system reserves several prefixes for document types, such as vouchers, invoices, receipts, and timesheets. The reserved document type prefixes for codes are:

P: Accounts payable documents

R: Accounts receivable documents

T: Time and Pay documents

I: Inventory documents

O: Purchase order documents

S: Sales order documents

Flat Rate A code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. The system uses the blank value to indicate that the service provider is an internal service provider and should not be paid.

Geographic Region The geographic region of the customer.

The system retrieves this information when you enter a case for this customer.

G/L Cat A user defined code (41/9) that identifies the G/L offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign G/L class codes as follows:

IN20: Direct Ship Orders

IN60: Transfer Orders

IN80: Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to the following:

Sales-Stock (Debit) xxxxx.xx

A/R Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

Item Number A number that the system assigns to an item. It can be in short, long, or third item number format.

Obj Acct The portion of a general ledger account that refers to the division of the Cost Code (for example, labor, materials, and equipment) into subcategories. For example, you can divide the Cost Code for labor into regular time, premium time, and burden.

Note. If you use a flexible chart of accounts and the object account is set to 6 digits, PeopleSoft recommends that you use all 6 digits. For example, entering 000456 is not the same as entering 456 because if you enter 456, the system enters three blank spaces to fill a 6-digit object.

Product Model A code that classifies an inventory item into a model for customer service.

Some examples include: Laser Printer, Inkjet or Fax.

Product Family A code that classifies an inventory item into a group for customer service.

Some examples include: Laser Printer, Inkjet, or Fax.

Responsible BU for Service Identifies a separate entity within a business for which you wish to track costs, for example, a warehouse location, job, project, work center, or branch/plant. The business unit field is alphanumeric.

You can assign a business unit to a voucher, invoice, fixed asset, and so forth, for responsibility reporting. The system provides reports of open A/P and A/R by business unit, for example, to track equipment by responsible department.

Business Unit Security can prevent you from inquiring on business units for which you have no authority.

Repairable An option that specifies if an item is repairable.

When you select the Repairable option, the system sends the item to a repairable warehouse if an RMA (Returned Material Authorization) is issued. If the repairable option is cleared and the item is returned, the item is sent to a scrap warehouse.

Returnable An option that specifies if an item is returnable.

Sub A subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

Note. If you are using a flexible chart of accounts and the object account is set to six digits, you must use all six digits. For example, entering 000456 is not the same as entering 456 because if you enter 456, the system enters three blank spaces to fill a six-digit object.

Time and Materials A code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. The system uses a blank value to indicate that the service provider is an internal service provider and should not be paid.

Time Zone A time zone for which you want to view the date and time.

This required field contains the time zone of the customer, service provider, or supplier.

Work Center

Note. This code is application-specific for a work center.

A code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

The system uses the work center for entitlement checking and to retrieve the workday calendar. If you do not set up your work center, you must set up a workday calendar that is set for ALL.

Work Order Service Type A user defined code (00/TY) that specifies the classification of a work order or engineering change order.

The system retrieves this information when you enter a work order for this customer.

You can use work order type as a selection criterion for work order approvals.

Setting Up Service Management Constants

This section discusses provides an overview of Service Management constants and discusses how to:

- Set up general Service and Warranty constants
- Set up the CRM constant

Understanding Service Management Constants

To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

See Also

Chapter 6, "Managing Work Orders," Setting Up Work Order Constants, page 193

Chapter 5, "Managing Contracts ," Setting Up Contract Constants , page 108

Chapter 4, "Managing Equipment ," Setting Up Equipment Master Constants for Service Management, page 55

Chapter 7, "Working with Warranty Claims and Supplier Recovery Claims," Checklist for Setting Up Warranty Claims and Supplier Recovery Claims, page 250

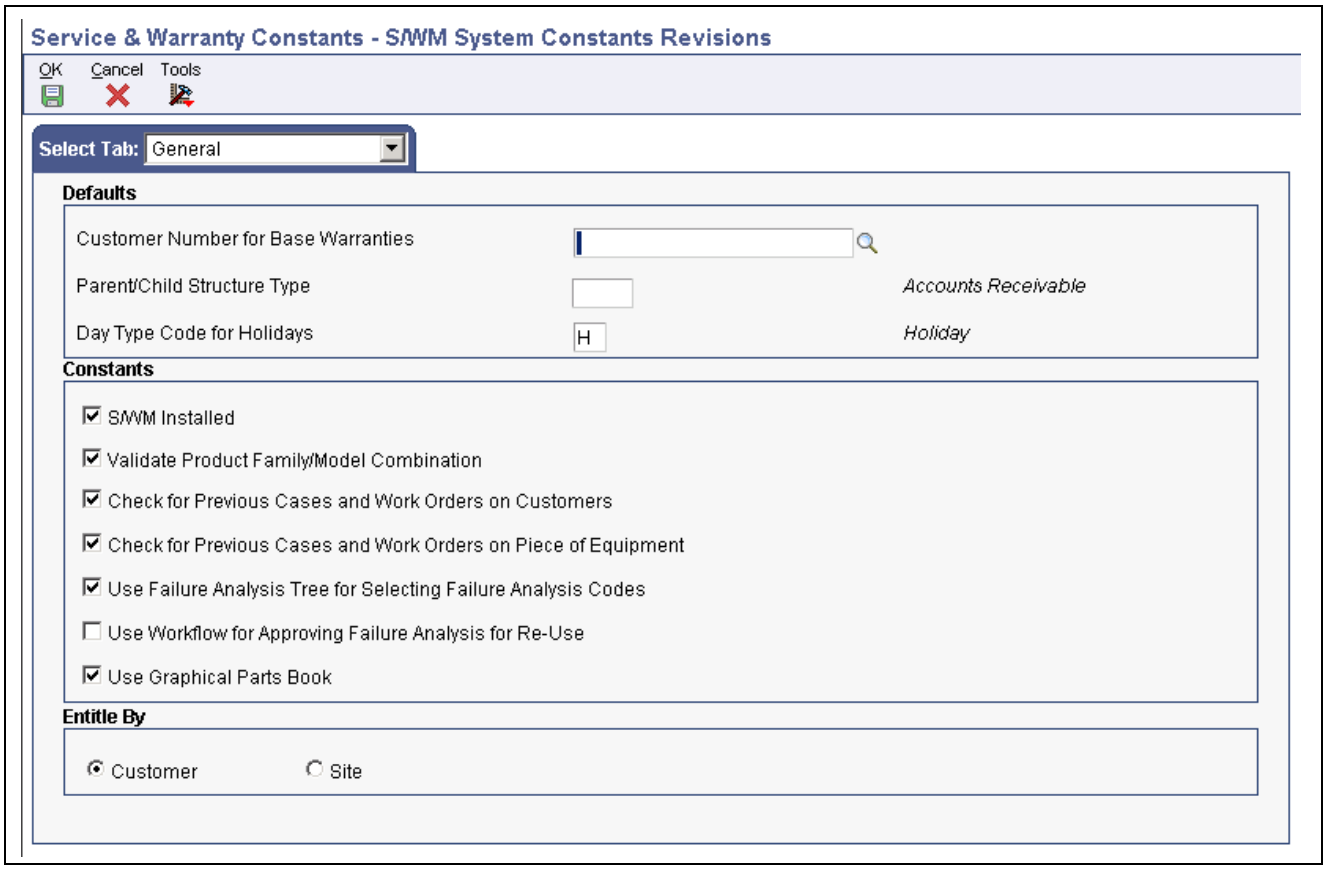
PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook, "Setting Up Case Management Fundamentals"

Forms Used to Set Up General Service Management Constants

Form Name	Form ID	Navigation	Usage
SWM System Constants Revisions	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants. Select the General tab.	Set up the service and warranty constants.
CRM Constants	W90CA000C	Service & Warranty Setup menu (G1740), CRM Constants. Select the Process tab.	Set the Implicit Save constant.

Setting Up General Service and Warranty Constants

Access the SWM System Constants Revisions form. Select the General tab.



S/WM System Constants Revisions form

Customer Number for Base Warranties

Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

If you leave this field blank, the system creates base warranties by using the Sold To address book number on the sales order or the Owner address book number on the equipment record as the customer number

If you enter an address book number in this field, the system uses this number as the customer number when you create base warranties from the Equipment Master Update program (R17024) and the Equipment Master Revisions program (P1702).

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an * distinguishes it from other entries (as defined in the Address Book constants), you could type *TOTAL into the field, and the system would return 4100.

Parent/Child Structure Type

Enter a user defined code (01/TS) that identifies a type of organizational structure that has its own hierarchy in the Address Book system (for example, e-mail).

When you create a parent/child relationship for the Accounts Receivable system, the structure type must be blank.

Day Type Code for Holidays

Enter a code to indicate the type of day. The system uses this information during the entitlement checking process. Values are:

W: Work Day

E: Weekend

H: Holiday

S/WM Installed

Select this option that indicates the existence of an interface to the Service and Warranty Management system.

Validate Product Family/Model Combination

Select this option to allow users to enter only the combinations that have been set up in the Product Family/Model Master table (F1790).

If you select this option, the system validates product family and model combinations.

Check for Previous Cases and Work Orders on Customers

Select this option to specify whether the system locates any previous cases and work orders for the current customer number when you enter cases or work orders.

Check for Previous Cases and Work Orders on Piece of Equipment

Select this option to specify whether the system locates any previous cases and work orders for the current product (inventory number) when you enter cases or work orders.

Use Failure Analysis Tree for Selecting Failure Analysis Codes

Select this option to specify whether to use the Failure Analysis Tree to select failure analysis codes.

If you do not select this option, the system allows you to choose failures, analyses, and resolutions from the Failure Analysis Codes Search & Select program (P17761S).

Use Workflow for Approving Failure Analysis for Re-Use

Select this option to specify whether to use workflow to approve failure analysis for reuse.

Use Graphical Parts Book

If you are using Capital Asset Management (CAM), this constant controls the interface between the Manufacturing Work Order Parts List program (P3111) and Intelligent Graphic Solution (IGS).

IGS is a graphical tool that can illustrate equipment, buildings, and inventory item assemblies. This integration allows you to link between CAM and IGS to locate parts and documentation for work orders.

Customer or Site

Select an option that specifies which address book number to use to perform entitlement checking when you enter work orders and cases. The values are hard-coded in UDC 17/YN and cannot be changed. Values are:

0: Entitle by Customer Number

1: Entitle by Site Number

Setting Up the CRM Constant for Service Management

Access the CRM Constants form and select the Process tab.

Implicit Save

Select this option to specify whether the system prompts you for the Save command in most of the CRM applications. Values are:

0: Prompt for Save

1: Implicit Save

Setting Up User- Defined Codes

This section provides a general overview of user defined codes (UDCs) and describes the types of user defined codes for Service Management.

Understanding User Defined Codes

User defined codes (UDCs) enable you to customize the Service Management system for your particular business needs. Although a number of pre-defined codes are provided with the system, you can revise them and set up new codes.

UDCs for Equipment Information Management

You can access most of the following UDCs from the Equipment User Defined Codes menu (G17411):

UDC	Description
12/C1	Major Accounting Class
12/C2	Major Equipment Class
12/C3 through 12/C0	Equipment Category Codes 3 through 10
12/F1 through 12/F0	Category Codes F/A 11 through 20
12/21 through 12/23	Category Codes F/A 21 through 23
17/B1 through 17/B0	Equipment Category Codes 1 through 10
17/PA	Product Family codes. Use to categorize and group equipment records based on the type of product (for example, inkjet printers, laser printers, and dot matrix printers).
17/PM	Product Model codes. Use to categorize and group equipment records based on a specific model within a product family.
17/SY	Sales Type codes. Access this code by typing UDC in the Fast Path.

UDCs for Contract Management

You can access most of these UDCs from the Contract User Defined Codes menu (G17441):

UDC	Description
17/CN	Cancellation Reason Code
17/S1 through 17/S5	Service Types 1 through 5
17/C1 through 17/C5	Coverage Category Codes 1 through 5
17/H1 through 17/H0	Contract Header Category Codes 1 through 10
17/D1 through 17/D5	Contract Detail Category Codes 1 through 5
00/EX (from the Contract Setup menu, G1744)	Tax Explanation Codes. You set up tax explanation codes to attach to your customer master records to calculate taxes with the customer's tax area, as applicable. For example, you can set up tax explanation codes for Value Added Tax (VAT) as it applies to your Canadian customers.
H91/TZ	Time Zones
17/TY	Contract Type
17/CO	Contract Status
17/CM	Contract Management Type

UDCs for Cases

You can access these UDCs from the Case User Defined Codes menu (G17431):

UDC	Description
17/PR	Case Priority
17/CR	Case Reason
17/SC	Case Source
17/ST	Case Status
17/CT	Case Type
17/EN	Environment
17/GR	Geographic Region
H91/TZ	Time Zones
17/WT	Work Type
17/CB	Call Back
17/TN	Task Name

UDC	Description
17/01 through 17/10	Case Category Codes 1 through 10
00/RR	Object In Use Application ID. Use this user defined code table to check when objects are in use in specific applications and to allow only one person at a time to access a record. Set this user defined code to check access in the Case Entry program (P17501). To activate record locking, the first character of the special handling code is 1. If you do not want to perform record locking, the first character of the special handling code is 0.
40/RN	Returned Material Status. If you are using the Returned Material Authorization (RMA) module, you must also set up the RMA status user defined codes

UDCs for Work Order Management

You can access the following UDCs from the Work Order User Defined Codes menu (G17421):

UDC	Description
17/SG	Service Group
17/WT	Time Entry Hour Type

UDCs for Failure Analysis

You can access the following UDCs from the Failure Analysis User Defined Codes menu (G17451):

UDC	Description
48/K1 through 48/K5	Failure Analysis Codes CC 1 through 5

UDCs for Inventory

You can access the following UDC from the Fast Path:

UDC	Description
17/RT	Return Policy

UDCs for Warranty Claims

You can access the following UDC from the Fast Path:

UDC	Description
17/DC	Defect Code

Setting Up System Next Numbers

This section provides an overview of next numbers and discusses how to set up next numbers for Service Management.

Understanding Next Numbers

When you create a document such as an invoice, a voucher, or a journal entry, you can assign a document number or let the Next Numbers program (P0002) assign one.

Next numbers is an automatic numbering feature. The Next Numbers program assigns numbers to documents using Standard next numbers. The system finds the next available number in the Next Numbers - Automatic table (F0002) and assigns that number to the document.

Next numbers work in conjunction with the data dictionary. Each data dictionary item that uses next numbers contains a next numbering index value that corresponds to the line number that contains the next number value for that data item.

We recommend the following when you set up next numbers:

- Do not use blank as a next number value.
- Do not change a next number.

  Changing the numbers can result in duplicate numbers, as well as the inability to locate previously added numbers. If you must change a next number, change it to a greater value only.
- Do not delete next number values.

  If you delete a next number value, you might get unexpected results.
- Do not change the sequence of the next numbers in the table.

  Each next number must remain on its current line because programs reference a specific line in the table. For example, in the General Accounting system, the next number for journal entries must be on the second line.

You can have the system assign check digits for any set of standard next numbers. You can also review the next numbers that the system assigns to documents and specify whether to assign check digits for a type of next number. Check digits prevent errors caused by transposition during data entry. For example, activating check digits in the address book for suppliers prevents a voucher from being assigned to the wrong supplier if digits are transposed during voucher entry. We recommend that you use check digits for next numbers only when a transposition error is likely to occur during data entry.

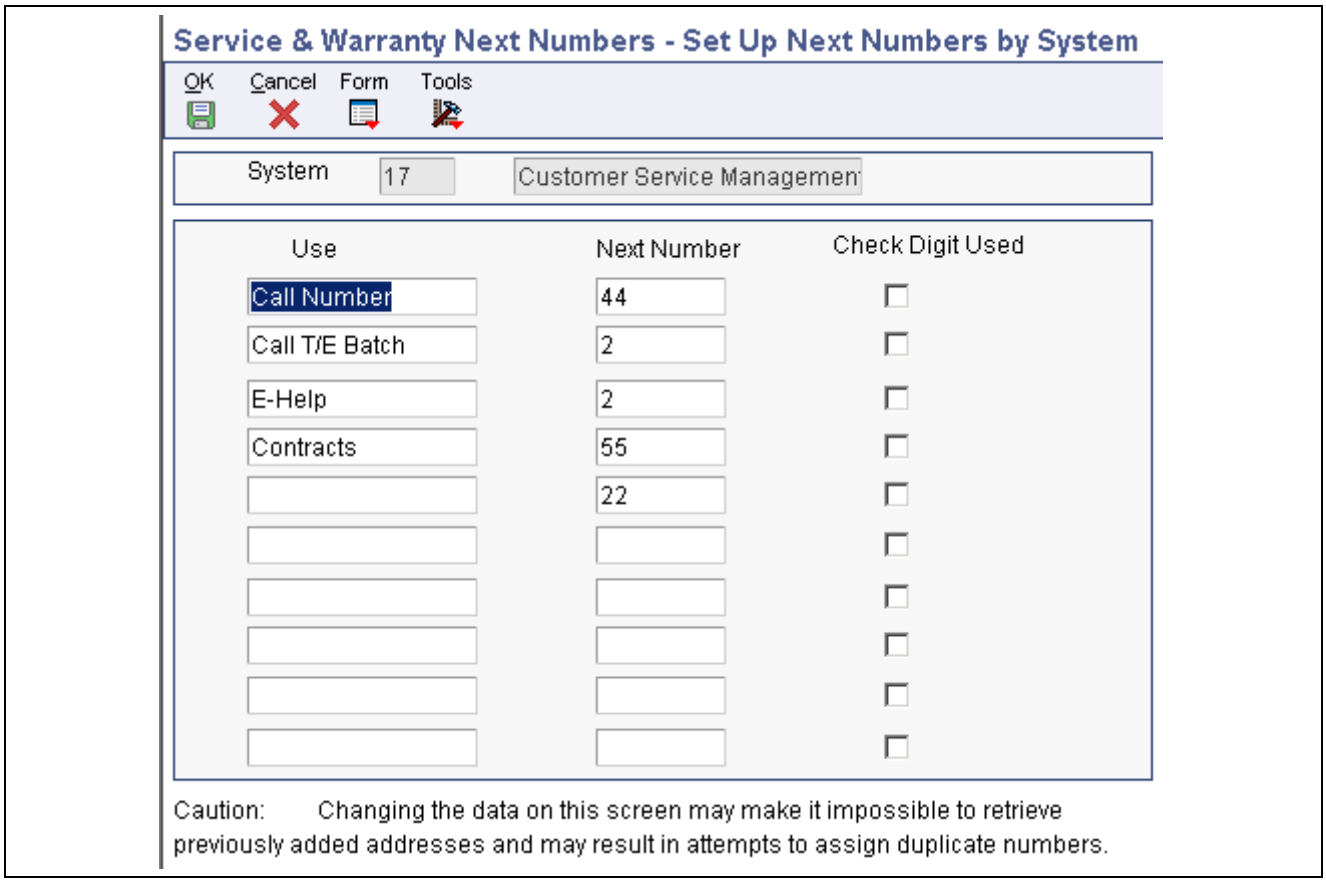
Note. If you choose to manually assign a document number instead of using next numbers, you must enter the number during data entry.

Form Used to Set Up System Next Numbers for Service Management

Form Name	Form ID	Navigation	Usage
Set Up Next Numbers by System	W0002C	Service & Warranty Setup (G1740), Service & Warranty Next Numbers. On Work With Next Numbers, select the system that you want to review and click Select..	Set up system next numbers.

Setting Up System Next Numbers for Service Management

Access the Set Up Next Numbers by System form.



Set Up Next Numbers by System form

Next Number Range 1

The number that the system will assign next. The system can use next numbers for voucher numbers, invoice numbers, journal entry numbers, employee numbers, address numbers, contract numbers, and sequential W-2s. You must use the next number types already established unless you provide custom programming.

The system uses the starting number shown on Set Up Next Numbers by System (standard next numbers) for each company that you do not set up.

Chk Dgt (check digit) Select this option to add a check digit.

This option specifies whether the system adds a number to the end of each next number assigned. For example, if you are using check digits and the next number is 2, the system will add a check digit such as 7, making the last two numbers 27. The check digits option provides a method for increasing numbers randomly to prevent the assignment of transposed numbers. In this example, the system would never assign next number 72 while the check digits option is activated.

Setting Up Product Family and Model Combinations

This section provides an overview of product family and model combinations and discusses how to set up product family and model combinations for Service Management.

Understanding Product Family and Model Combinations

Product family and model combinations are user defined codes that allow you to categorize and manage your assets, as well as to track failures through a link to Failure Analysis.

You can set up product family and model combinations to assign each product model to the appropriate product family. A product family is a larger group that can contain many models. A model is a more specific group, that only can belong to one product family.

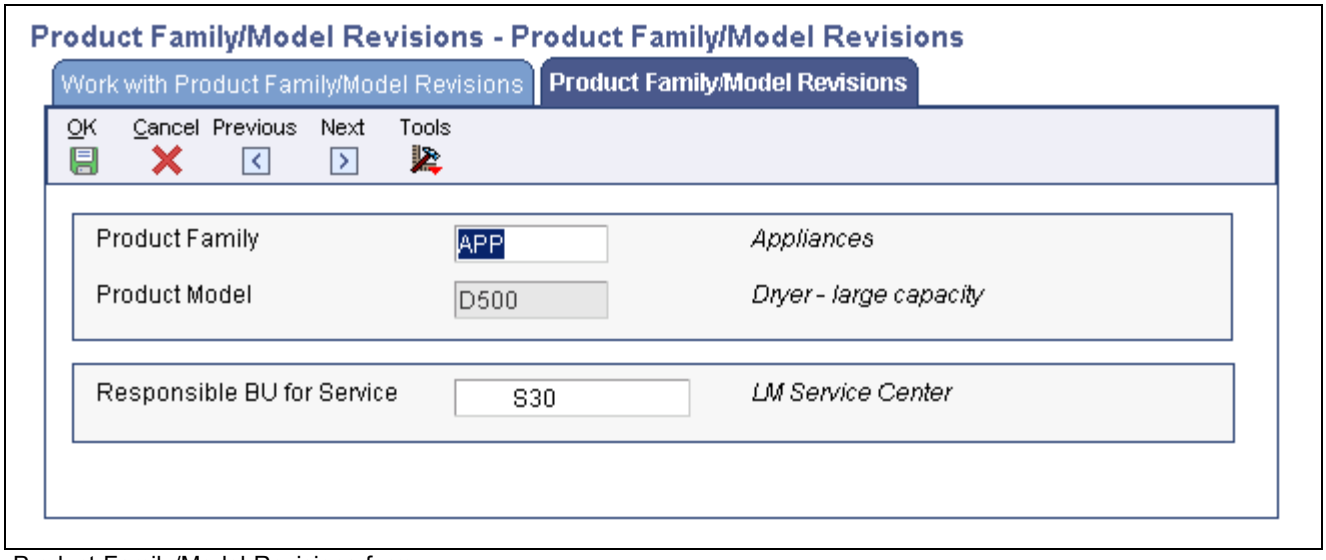
For CAM, an example of product family and model combinations might be a Forklift product family, with models of Gas Engine and Electric Engine. For Service Management, an example might be a Printer product family, with models of Laser and Ink Jet.

Form Used to Set Up Product Family and Model Combinations for Service Management

Form Name	Form ID	Navigation	Usage
Product Family/Model Revisions	W1790C	For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Product Family/Model Revisions. On the Work with Product Family/Model Revisions form, click Add. For Service Management: Service & Warranty Setup menu (G1740), Product Family/Model Revisions. On the Work with Product Family/Model Revisions form, click Add.	Set up product family and model combinations.

Setting Up Product Family and Model Combinations for Service Management

Access the Product Family/Model Revisions form.



Product Family/Model Revisions form

Setting Up Customers and Service Providers

This section provides an overview of customers and service providers and discusses how to:

- Set up customers for Service Management.
- Set up service providers for Service Management.

Understanding Customers and Service Providers

You can use the Address Book system to create a database of information about your customers and service providers, including their addresses and phone numbers. The system creates a table, the SWM Address Book Information table (F1797), which is an extension of the Address Book Master table (F0101) and which stores the additional SWM address book information.

For CAM, you must define SWM information in business units and in the address book records of employees who create or revise work orders. The equipment record uses the business unit to represent the primary site and owner of the asset.

Customer Setup

You must create an address book record for a customer before you can create contracts, enter cases, or enter work orders for them.

Service Provider Setup

Service providers enter cases and fulfill your work orders. By maintaining records on service providers, you can also track customer satisfaction regarding each service provider. For example, a service provider can be a consultant on a case, a technician on a work order, or an authorized dealer. Set up service providers in the address book.

Note. For Capital Asset Management, you must set up all users of work order programs to be service providers to ensure that they can enter work orders. The only required field on the Service Provider Revisions form is Time Zone. The remaining fields apply to the Service Management system.

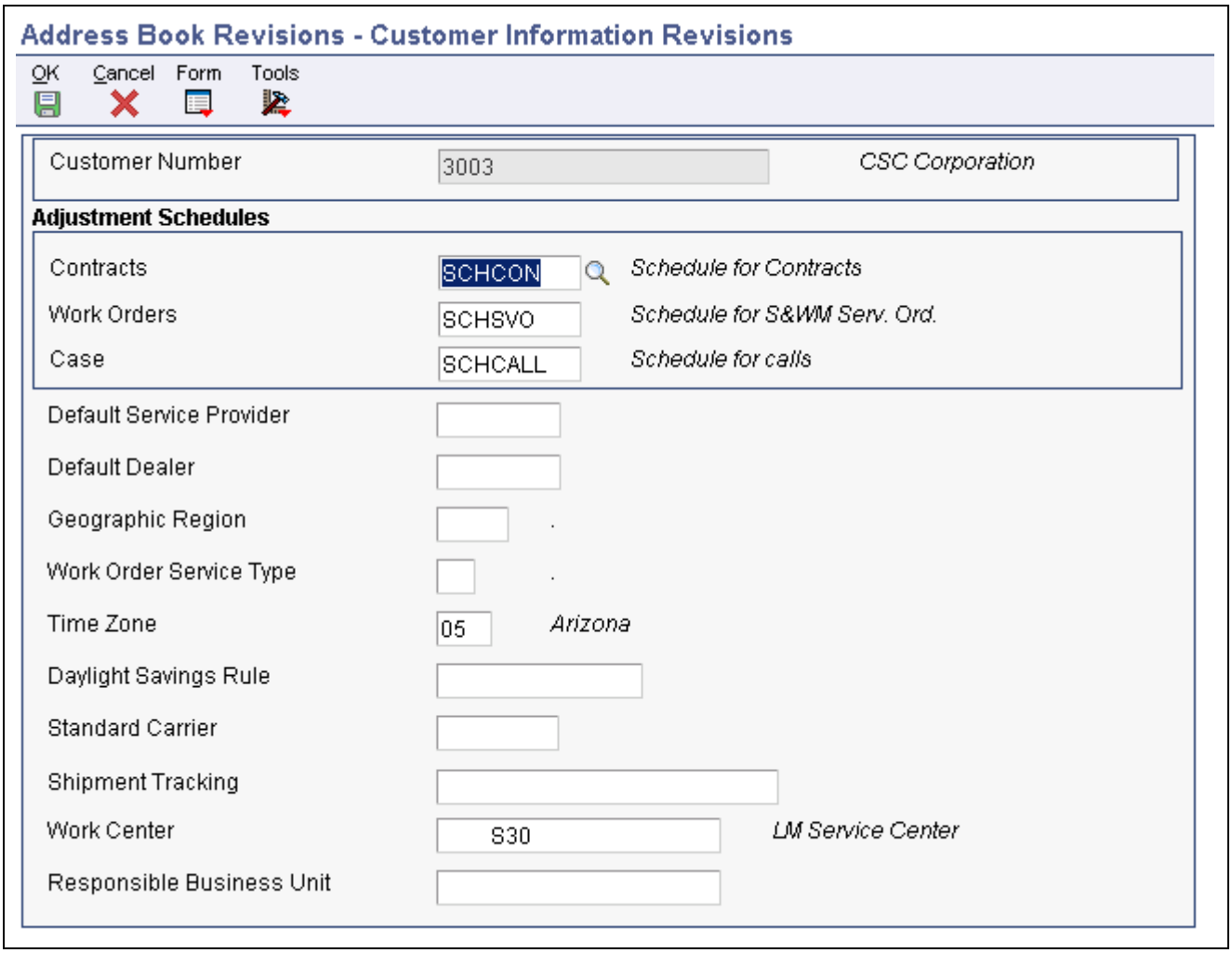
For Service Management, you must set up all users of work orders, contracts, or cases to be service providers.

Forms Used to Set Up Customers and Service Providers for Service Management

Form Name	Form ID	Navigation	Usage
Customer Information Revisions	W1782B	For Service Management:Service & Warranty Setup menu (G1740), Address Book Revisions. For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Address Book Revisions. On Work with Addresses, click Add. From the Form menu, select SWM. On Work With Service/Warranty Management Information, click Add. On Service/Warranty Management Information, select Customer.	Set up customers.
Service Provider Revisions	W1782C	For Service Management:Service & Warranty Setup menu (G1740). Address Book Revisions. For Capital Asset Management: Plant & Equipment Management Setup menu (G1341), Address Book Revisions. On Work with Addresses, click Add. From the Form menu, select SWM. On Work With Service/Warranty Management Information, click Add. On Service/Warranty Management Information, select Service Provider.	Set up service provider records.

Setting Up Customers for Service Management

Access the Customer Information Revisions form.



Customer Information Revisions form

To set up customers:

1. Complete the steps to enter a customer record.
2. Select the Additional tab, and then select the Receivables Y/N option to indicate whether you accept receivables from this customer.

   To create contracts, enter cases, or enter work orders for your customer, you must also add Accounts Receivable information to the customer record.
3. On Address Book Revision, choose A/R from the Form menu, complete the Customer Master Revision form, and click OK.
4. On Address Book Revision, choose SWM from the Form menu.
5. On Work With Service/Warranty Management Information, click Add.

   Note. If you need to delete a customer, click Delete on the Work With Service/Warranty Management Information form. The system deletes the SWM information only from the SWM Address Book Information table (F1797); it does not modify the Address Book Master table (F0101).
6. On Service/Warranty Management Information, select Customer.
7. Complete the fields on the Customer Information Revisions form.

Contracts Adjustment Schedule A user defined code (40/AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. When you enter a contract, the system uses the adjustment schedule from the SWM customer additional information. You can override this schedule at the detail line level.

Enter the adjustment schedule for the Advanced Pricing system to use to price contracts.

Work Orders Adjustment Schedule Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor when billing work orders. Enter a value from UDC 40/AS.

Cases Adjustment Schedule Enter the adjustment schedule for the Advanced Pricing system to use to price cases. Enter a value from UDC 40/AS.

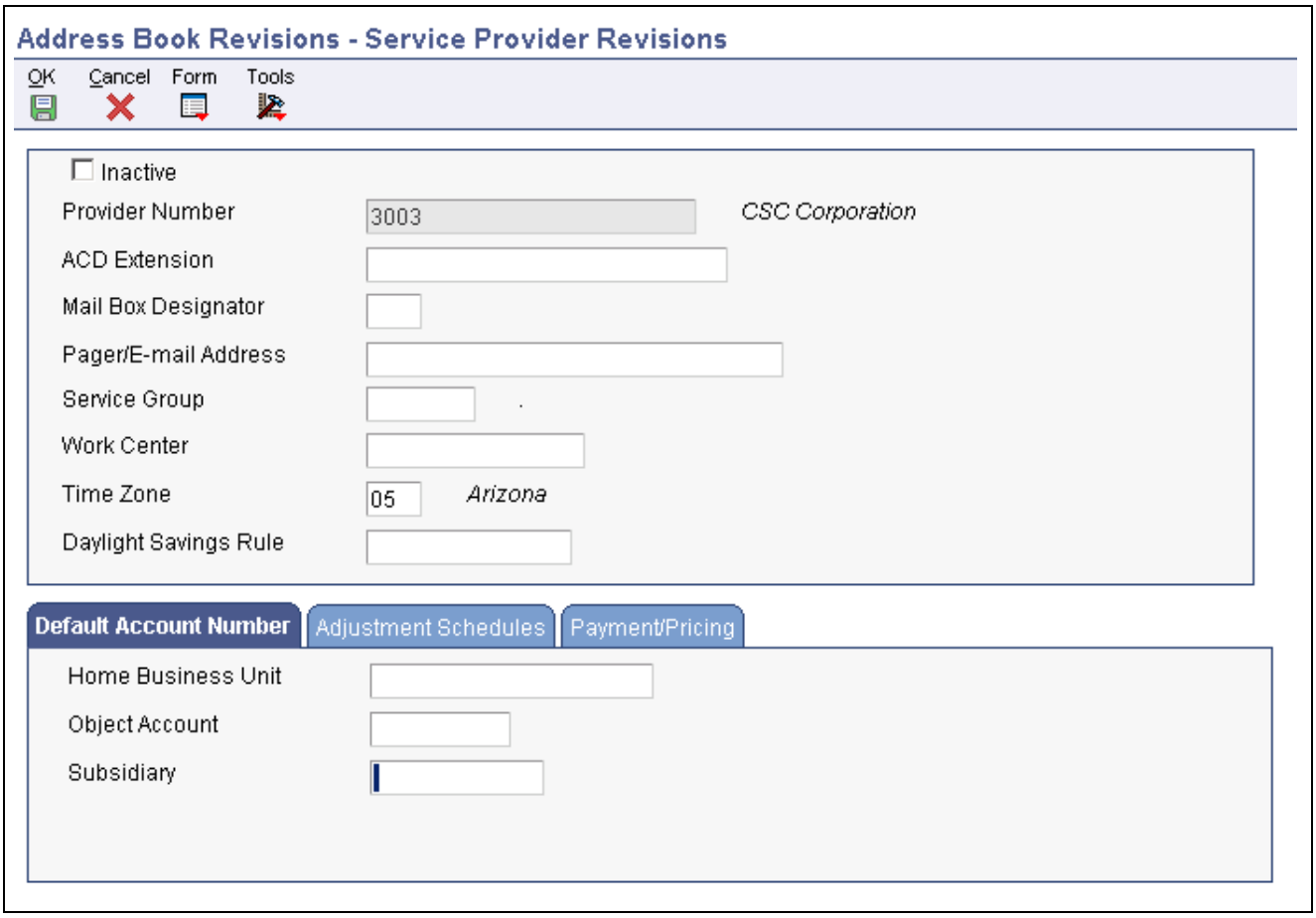
Receivables Y/N Select this option to specify whether you accept receivables from this customer. Values are:

On: Accept receivables.

Off: Do not accept receivables.

Setting Up Service Providers for Service Management

Access the Service Provider Revisions form.



Service Provider Revisions form

To set up service providers:

1. Complete the steps to add an Address Book record.
2. Select the Additional tab and complete the Payables Y/N/M field to indicate whether the service provider receives payments from your company.
3. If the service provider is also a customer, you must complete the Receivables Y/N field.
4. Select SWM from the Form menu.
5. On Work With Service/Warranty Management Information, click Add.

Note. If you need to delete a service provider, click Delete on the Work With Service/Warranty Management Information form. The system deletes the SWM information only from the SWM Address Book Information table (F1797); it does not modify the Address Book Master table (F0101).

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6. On Service/Warranty Management Information, select Service Provider.
7. To view service providers as active or inactive for reporting purposes, select the Inactive option.
8. Complete the fields on the Service Provider Revisions form.

Payables Y/N/M Enter a code that identifies the address as a supplier. Values are:

Y: Yes, this is a supplier. A processing option specifies whether the supplier master record appears automatically after you add an address.

N: No, this is not a supplier. This code does not prevent you from entering a voucher for the address.

M: This is a miscellaneous, one-time supplier. This code does not prevent you from entering multiple vouchers for the address.

F: This is a supplier with a foreign address. The IRS requires U.S. companies to identify suppliers with foreign addresses for 1099 reporting.

You should assign tax authorities as suppliers. This allows tax payments to be made to tax authorities.

Code*N* is informational only unless you set a processing option. In that case, a warning message appears if both the Payables and Receivables fields are *N*.

ACD Extension Enter a number without the prefix or special characters, such as hyphens or periods, that makes up the telephone number for an entity. You can use any applicable telephone number format for a country. This field is used in conjunction with the Prefix field (AR1), where you enter the first segment of the telephone number, which is called the area code in the United States.

When you search for an address using a phone number, you must enter the number exactly as it is set up in the Address Book system, including any special characters.

The ACD (Automatic Call Distribution) Extension field is an extension of the phone system for the provider. When a case is assigned to a service provider, the system assigns this extension to the case.

Mail Box Designator Enter the mailbox associated with the queue that should be used on delivery of the message.

When a case is assigned to a service provider, the system places the case into this mailbox in the Message Center.

If you leave this field blank, the queue that is defined in the mailbox appears as the default value.

Pager/E-mail Address Enter text in this field. If you enter a pager or e-mail address, the system notifies the service provider by page or e-mail when a case or work order is assigned to that service provider.

Default Account Number

Home Business Unit Enter the number of the business unit in which the employee generally resides.

The system retrieves the G/L account number for time entry purposes when you enter time for a case.

Object Account Enter the object account, which is the portion of a general ledger account that refers to the division of the Cost Code (for example, labor, materials, and equipment) into subcategories. For example, you can divide the Cost Code for labor into regular time, premium time, and burden.

The system retrieves the G/L account number for time entry purposes when you enter time for a case.

Note. If you use a flexible chart of accounts and the object account is set to 6 digits, PeopleSoft recommends that you use all 6 digits. For example, entering 000456 is not the same as entering 456 because if you enter 456 the system enters three blank spaces to fill a 6-digit object.

Subsidiary

Enter the subsidiary account, which is a subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

Note. If you are using a flexible chart of accounts and the object account is set to six digits, you must use all six digits. For example, entering 000456 is not the same as entering 456 because, if you enter 456, the system enters three blank spaces to fill a six-digit object.

The system retrieves the G/L account number for time entry purposes when you enter time for a case.

Adjustment Schedules

Claims

Enter a user defined code (40/AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor for paying service providers.

Payment/Pricing

Flat Rate

A code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. The system uses the blank value to indicate that the service provider is an internal service provider and should not be paid.

Time and Materials

A code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. The system uses a blank value to indicate that the service provider is an internal service provider and should not be paid.

None A code that specifies whether this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. The system uses a blank value to indicate that the service provider is an internal service provider and should not be paid.

Credit Memo Select this option to indicate the credit memo reimbursement method for approved supplier recovery records.

Account Payable Select this option to indicate the accounts payable reimbursement method for approved supplier recovery records.

Pay Service Provider for Parts Select this option to indicate that you are paying the service provider for parts used for a repair. Values are:

Y or *1:* Pay the service provider for parts used.

N or *0:* Do not pay the service provider for parts used.

Setting Up Suppliers

This section discusses how to use the Address Book system to set up suppliers for Service Management.

Form Used to Set Up Suppliers for Service Management

Form Name	Form ID	Navigation	Usage
Supplier Information Revisions	W1782H	Service & Warranty Setup menu (G1740), Address Book Revisions. On Work with Addresses, click Add. From the Form menu, select SWM. On Work With Service/Warranty Management Information, click Add. On Service/Warranty Management Information, click Supplier.	Set up suppliers.

Setting Up Suppliers for Service Management

Access the Supplier Information Revisions form.

To set up suppliers for service management:

1. Complete the steps to add an Address Book record.
2. From the Form menu, select SWM.
3. On Work With Service/Warranty Management Information, click Add.
4. On Service/Warranty Management Information, click Supplier.
5. Complete the fields on the Supplier Information Revisions form.

Contracts Adjustment Schedule	A user defined code (40/AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. When you enter a contract, the system uses the adjustment schedule from the SWM customer additional information. You can override this schedule at the detail line level. Enter the adjustment schedule for the Advanced Pricing system to use to price contracts.
Work Orders Adjustment Schedule	Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor when billing work orders. Enter a value from UDC 40/AS.
Cases Adjustment Schedule	Enter the adjustment schedule for the Advanced Pricing system to use to price cases. Enter a value from UDC 40/AS.
Claims Adjustment Schedule	Enter the adjustment schedule that you want the Advanced Pricing system to use to price parts and labor for paying suppliers. Enter a value from UDC 40/AS.
Default Dealer	Enter the default Dealer for the Customer.
Standard Carrier	Enter a unique four-character code assigned to the carrier.
Shipment Tracking	The business function which provides access to a carrier's external shipment tracking function.
Debit Memo	Select this option to specify how a dealer is reimbursed for a claim or how a claim is paid by a supplier. For example, dealers can request payment for a claim through the standard accounts payable process, or they can request credits to their accounts receivable accounts.
Account Receivable	Select this option to specify how a dealer is reimbursed for a claim or how a claim is paid by a supplier. For example, dealers can request payment for a claim through the standard accounts payable process, or they can request credits to their accounts receivable accounts.

Setting Up Inventory Information

This section provides an overview of inventory information for Service Management.

Understanding Inventory Information

Service Management uses the Inventory Management system to store item information that is specific to Service Management. You must create an item master and assign the item to a branch/plant location. The information that is specific to Service Management items includes product family and product model information.

Item Master Creation

You must enter master information for all stock and non-stock items. Master information includes the item number, item name, description, and other general information about the item. The system uses this information to identify each item in the distribution and manufacturing systems.

You might want to enter one item that you can use as a template when you enter additional items. On your item template, you can enter field values that are common to the other items that you want to add. When you add the new items, you locate the item template and then modify field values as necessary.

When you enter a new item, the system creates an item master record in the Item Master table (F4101) and stores information specific to Service Management in the Item Master - Service/Warranty Extension table (F4117). After you have created the item master record, you cannot delete master information for the item if any of the following information exists:

- Item branch records
- Bills of material
- Item cross-reference numbers
- Supplier relationships
- Sales prices

Assignment of an Item to a Branch/Plant

You can assign an item to a branch/plant to indicate where the item is located. The information about an item might differ from warehouse to warehouse. For example, taxes might be applicable to an item in one warehouse but not in another. You might also have different quantity requirements for items, depending on the warehouse. Every PeopleSoft EnterpriseOne system that retrieves item information searches for the item branch/plant information before using item master information.

When you add branch/plant information, the system creates a record in the Item Branch File table (F4102) and stores information that is specific to Service Management in the Item Branch Master - Service/Warranty Extension table (F41171).

See *PeopleSoft EnterpriseOne Inventory Management 8.11 PeopleBook*, “Entering Item Inventory Information,” Entering Branch/Plant Information.

Prerequisites

Before you set up inventory information:

- Enable access to Service Management information by clicking the SWM Installed option on the SWM System Constants Revisions form.

  See Chapter 3, “Setting Up Service Management,” Setting Up Service Management Constants , page 18.

- Verify that the processing options for Item Master (P4101) are set with item defaults, versions, and display options when you add an item to the system.

See *PeopleSoft EnterpriseOne Inventory Management 8.11 PeopleBook*, "Entering Item Inventory Information," Setting Processing Options for Item Master (P4101).

- Verify that the processing options for the Item Branch program (P41026) are set with item defaults, versions, and display options when you attach an item to a branch/plant in the system.

  See *PeopleSoft EnterpriseOne Inventory Management 8.11 PeopleBook*, "Entering Item Inventory Information," Setting Processing Options for Item Branch (P41026).

Setting Up Automatic Accounting Instructions

This section provides an overview of Automatic Accounting Instructions (AAIs) and discusses how to set up AAIs for Service Management.

Understanding Automatic Accounting Instructions

To record financial transactions, you must identify information about your account structure and specific account values to process transactions properly. You define your account structure and specific account values by using automatic accounting instructions (AAIs). The system stores the AAI values in the Automatic Accounting Instructions Master table (F0012). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions Master table. The system uses AAIs to determine how to distribute G/L entries that the system generates.

You must create AAIs for each unique combination of company, transaction, document type, and G/L class that you anticipate using. Distribution AAIs define the rules by which the Service Management system and the general ledger interact. Accounting AAIs define the rules by which the Service Management, Accounts Payable, and Accounts Receivable systems interact. When you define AAIs, you establish how the system processes transactions for various programs.

Based on the key fields, such G/L Category Code, Document Type, Company, and Cost Type, the system writes transactions to an account based on the specified business unit; object account; and, optionally, subsidiary.

You can indicate a specific branch/plant for the object account and subsidiary to which the system creates journal entries. Or you can leave the branch/plant blank. The system identifies the appropriate branch/plant according to the system constants.

Contract-related distribution AAIs consist of the following:

- 1750, Contract Revenue
- 1751, Contract Short-Term Revenue
- 1752, Contract Long-Term Revenue
- 1753, Contract Cancel Fees

Work order-related distribution AAIs consist of the following:

- 1742, Service Orders
- 1782, Service Order Claims

Inventory-related distribution AAIs consist of the following:

- 4124, Expense or COGS
- 4122, Inventory

Routing-related distribution AAIs consist of the following:

- 3122, Routing Service Costs
- 3401, Accruals

Warranty claim-related distribution AAIs consist of the following:

- 1723, Warranty Claim Price Adjustment.
- 1724, Warranty Claim Offset.
- 1743, Warranty Claim A/R Offset.
- 1785, Warranty Claim A/P Offset.
- 1725, Supplier Recovery Price Adjustment.
- 1726, Supplier Recovery Offset.
- 1744, Supplier Recovery A/R Offset.
- 1786, Supplier Recovery A/P Offset.

See Also

Chapter 5, "Managing Contracts ," Understanding AAIs for Contracts Setup, page 156

Chapter 6, "Managing Work Orders," AAIs for Work Order-Related Distribution, page 190

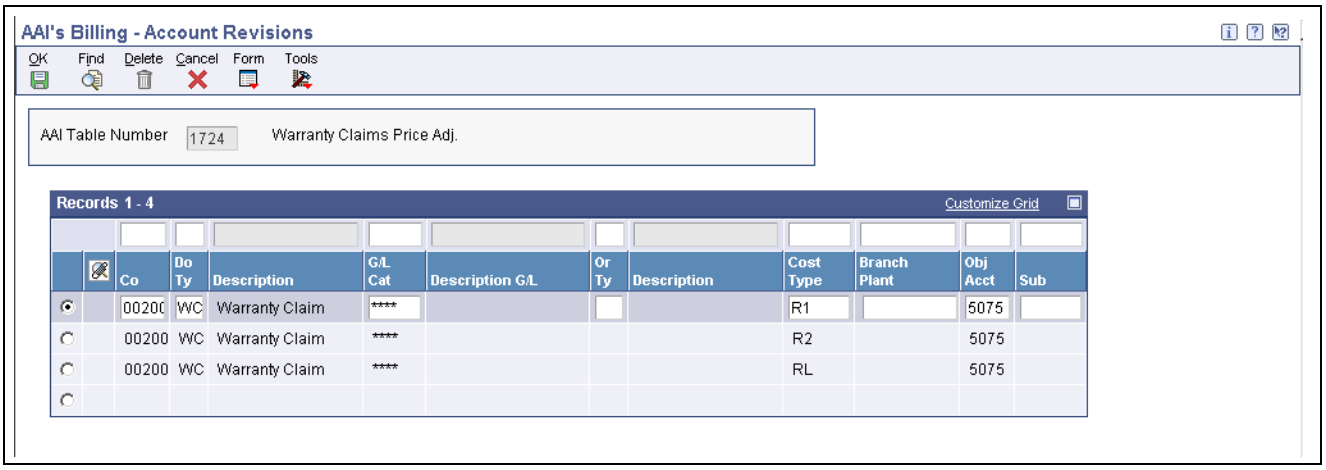
Chapter 7, "Working with Warranty Claims and Supplier Recovery Claims," Understanding Warranty Claims Management, page 252

Form Used to Set Up Automatic Accounting Instructions for Service Management

Form Name	Form ID	Navigation	Usage
Account Revisions	W40950D	Use one of the following navigations: Work Order Setup (G1742), AAI's – Costing Parts, Costing Labor, or AAI's – Billables/Payables. Contract Setup (G1744), AAI's – Billables/Amortization. Case Setup (G90CG), AAI's – Costing or Billing. On Work With AAIs, select an AAI table. From the Row menu, choose Details.	Set up AAIs for Service Management.

Setting Up Automatic Accounting Instructions for Service Management

Access the Account Revisions form.



Account Revisions form

Branch Plant If you leave this field blank, the system uses the business unit that you entered on the work order, in the Charge to Cost Center field.

Sub If you leave this field blank, the system uses the value you entered on the work order in the Cost Code field.

Setting Up Assessor Defaults and Rules Sequence

This section provides an overview of the Assessor Defaults and Rules Sequence program and discusses how to:

- Set up assessor defaults and rules sequence for Service Management.
- Set processing options for the Assessor Default Entry program (P17113).

Understanding the Assessor Defaults and Rules Sequence Program

The Assessor Defaults Entry program (P17113) provides you with a way to set up and maintain default information for assessors and supplier recovery managers (SRMs). You can determine the criteria to use when assigning assessors and SRMs, and you can define the default rules sequence.

Depending on how you set the Activity Types processing option, the form title of this program appears differently. For example, the Work With form appears as one of the following:

- Work With Assessor Defaults - Warranty Claim.
- Work With Assessor Defaults - Supplier Recovery Claim.
- Work With Assessor Defaults - Product Registration.

In addition, form exits, fields, and some column headings in the detail area change.

Forms Used to Set Up Assessor Defaults and Rules Sequence for Service Management

Form Name	Form ID	Navigation	Usage
Assessor Defaults Revisions	W17113B	Use one of the following navigations: Warranty Claim Setup menu (G1747), Assessor Defaults. Supplier Recovery Setup menu (G1748), Assessor Defaults. Equipment Master Setup menu (G1741), Assessor Defaults. On Work With Assessor Defaults, click Add.	Set up assessor defaults.
Assessor Defaults Rules Sequence	W17113C	On Work With Assessor Defaults, select Sequence Rules from the Form menu.	Set up rules sequence.

Setting Up Assessor Defaults and Rules Sequence

Access the Assessor Defaults Revisions form.

To set up assessor defaults and rules sequence:

1. Complete the fields on the Assessor Defaults Revisions form and click OK.
2. On Work With Assessor Defaults, select Sequence Rules from the Form menu.
3. On Assessor Default Rules Sequence, enter *Y* or *N* in the fields and click OK.

Setting Processing Options for Assessor Default Entry (P17113)

Use this processing option to supply the default value for the Assessor Default Entry program.

Defaults

This processing option specifies the default value for the activity type.

Activity Types Specify the activity values for assessor defaults. Values are:

A: Product Registration

B: Warranty Claim

D: Supplier Recovery Claim

Note. These values are hard-coded.

Setting Up Repair Time Schedules

This section provides an overview of the Standard Repair Time Entry program and discusses how to set up repair time schedules for Service Management.

Understanding the Standard Repair Time Entry Program (P1771)

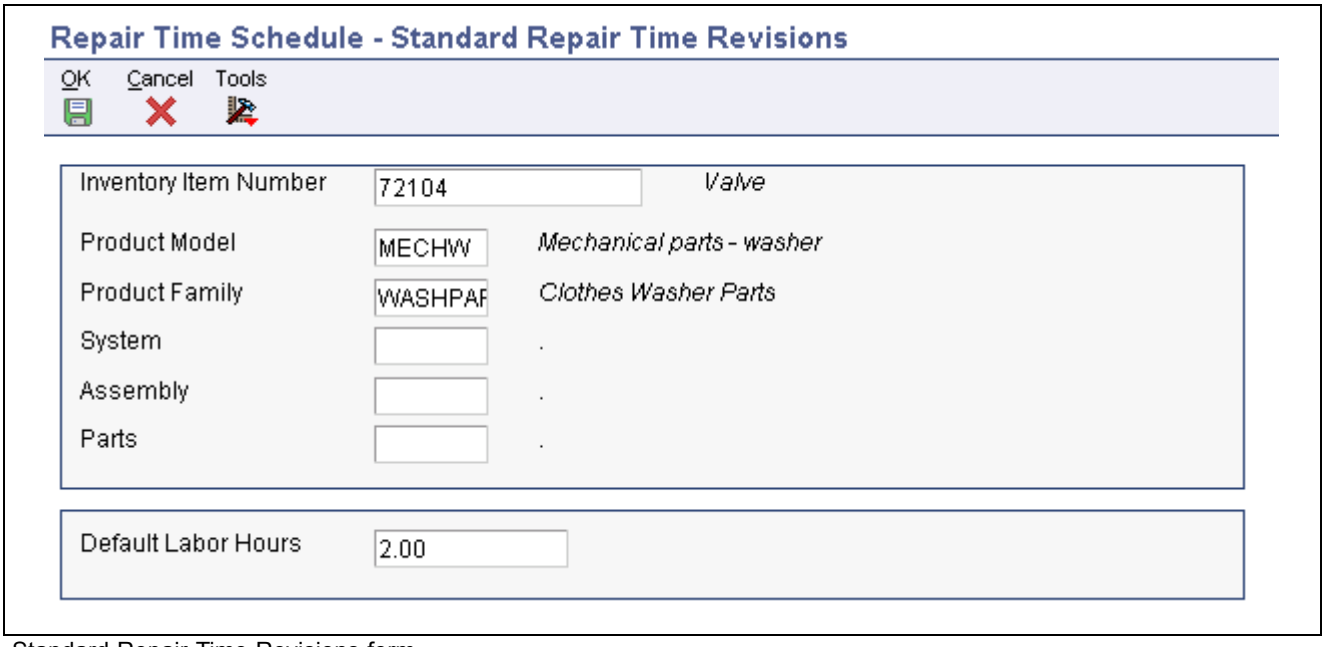
Use the Standard Repair Time Entry program (P1771) to set up default labor hours. When you enter a warranty claim or a supplier recovery claim, if the processing option is set to automatically create a labor line, the program determines the number of labor hours, based on this setup.

Form Used to Set Up Repair Time Schedules For Service Management

Form Name	Form ID	Navigation	Usage
Standard Repair Time Revisions	W1771A	Use one of the following navigations: Warranty Claim Setup menu (G1747), Repair Time Schedule. Supplier Recovery Setup menu (G1748), Repair Time Schedule. On the Work with Standard Repair Time, click Add.	Set up repair time schedules for Service Management.

Setting Up Repair Time Schedules for Service Management

Access the Standard Repair Time Revisions form.



Standard Repair Time Revisions form

Setting Up Document Type Information

This section provides an overview of document type information and discusses how to set up document type information for Service Management

Understanding Document Type Information

Document types can have various characteristics associated with them. The system stores this type of information in a user defined code table that is specific to the type of information.

You can set up and maintain information about document types by using the Document Type Maintenance program. This program updates the Document Type Master table (F40039), a single repository for information that is currently stored in various user defined code lists. This program also updates the User Defined Codes table (F0005).

The Document Type Maintenance program currently maintains information for document types in the following user defined code lists:

- Trace/Track Document Types (40/DC)
- Commitment Document Types (40/CT)
- Blanket Order Types (40/BT)
- Inventory Update Types (40/IU)
- Transaction Type (39/TT)
- Nature of Transaction (40/NT)
- Category of Order (40/OC)
- Other Quantity (40/OQ)
- Interbranch Orders (40/IB)
- Service Contract Type (17/CM)
- Work Order Type (48/OT)
- Carton Status (46/RS)

Note. If you add information directly into the listed user defined code tables, this action updates only the User Defined Codes table. It does not update the Document Type Master table.

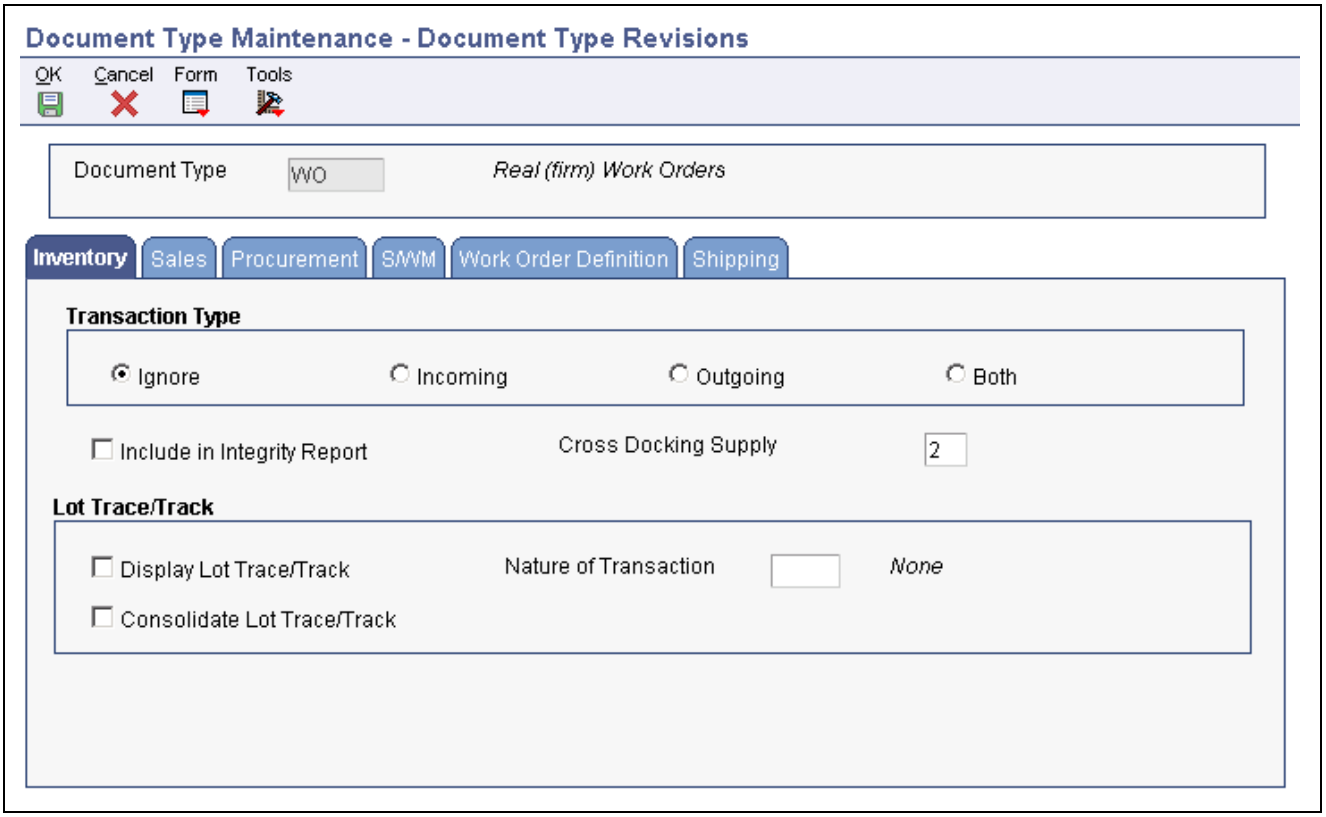
You can use the Document Type Maintenance program to add document types. Using this program is an advantage if you specify some or all of the other information included in the Document Type Maintenance program.

Form Used to Set Up Document Type Information

Form Name	Form ID	Navigation	Usage
Document Type Revisions	W40040B	Inventory Setup menu (G4141), Document Type Maintenance. On Work With Document Type, click Add.	Set up document type information.

Setting Up Document Type Information for Service Management

Access the Document Type Revisions form.



Document Type Revisions form

To set up document type information:

1. Complete the Document Type field.
2. On the Inventory tab, select one of the options for Transaction Type.
3. To include the document type in the integrity report, select the Include in Integrity Report option.
4. Select the options and complete the field in the Lot Trace/Track heading region.
5. To set up document type information for Sales Order Management, Procurement, Service Management, Work Orders, or Shipping, click the appropriate tabs and complete the fields.

Inventory

Ignore, Incoming, Outgoing, or Both

Select an option that specifies if the transaction type is incoming, outgoing, or both. Options on the Document Type Revisions form are:

Ignore: Select no transactions.

Incoming: Select only incoming transactions.

Outgoing: Select only outgoing transactions.

Both: Select both incoming and outgoing transactions.

Include in Integrity Report

Select this option if you want the system to include transactions with the appropriate document type in Inventory integrity reporting (R41543 – Item Ledger/Account Integrity report and R41544 – Item Balance/Ledger Integrity report).

Display Lot Trace/Track

If you select this option, the inventory transactions with the appropriate document type will be displayed in lot tracing and tracking. If you do not select this option, then the system will process inventory transactions with this document type, but the transactions will not appear in lot tracing and tracking.

Consolidate Lot Trace/Track

If you select this option, the system attempts to consolidate inventory transactions. Otherwise, the system does not consolidate the transactions.

Nature of Transaction

The system uses this value to instruct the Lot Trace/Track program how to process inventory transactions that have a *From* side and a *To* side, as well as *Bottom* and *Top* levels.

Examples of From/To transactions are: Inventory transfers, inventory reclassifications, and work order issues/completions.

Examples of Bottom/Top transactions are: sales orders and purchase receipts. An inappropriate value will cause the inventory transaction to be processed incorrectly.

Sales

Order Category

Use this value to identify blanket order types in the Sales Order Management and Procurement systems.

Interbranch Orders

A value of *1* identifies this order type as an interbranch order type.

When you create an interbranch order using the Sales Order Entry program (P4210), the system process additional order information such as cost markup. You use an interbranch order in a situation where the customer places an order with a sales office, but the sales office ships the inventory to the customer from a warehouse facility. The system creates accounting transactions and intercompany invoices for interbranch sales orders during Sales Update and Invoice Print.

Other Quantity

Sales Order Processing Definition: This field determines if the system updates the Quantity on Other Sales Order 1 or 2 field in the Item Location file instead of the Soft Commit or Hard Commit fields.

Purchasing Definition: This field determines if the system updates the Quantity on Other Purchase Order field in the Item Location file instead of the On Purchase Order field.

Relieve On Hand Inventory at Ship Confirm Use this field to specify whether the system relieves the quantity committed to this sales order from the on hand quantity during the shipment confirmation process. If you do not select this option, the shipment confirmation process only hard-commits the quantity shipped to the appropriate item location.

Next Number System Code Enter a user defined code (98/SY) that identifies a system. Values include:

01: Address Book

03B: Accounts Receivable

04: Accounts Payable

09: General Accounting

11: Multicurrency

Document Type Next Number Enter a code that specifies which next number series to use when creating order numbers for this order type. There are ten available Next Number series.

This field addresses the following:

- Purchase requisitions that carry order numbers different from bid requests and purchase orders
- Blanket sales orders numbered in a different number range from standard sales orders

Procurement

Commit Procurement Orders Enter a code that specifies whether the system automatically commits the quantity on a purchase order for a service or a subcontract.

S/WM

Contract Type Enter a document type that specifies a service contract. You can also use the document type to define the specific contract type, such as a regular service contract or a quote for a service contract.

Work Order Definition

Order Type Enter a code that the system uses to determine the type of work order. Values are:

01: Unrelated to work order

02: Manufacturing work order

03: Manufacturing rework work order

04: Equipment work order

05: Service work order

06: Warranty claim order

07: Supplier recovery order

08: Engineering change order

09: Engineering change request order

10: Property Management order

11: Engineer to Order summary order

12: Rate schedule order

Shipping

Carton Creation Status Enter a user defined code (46/RS) that specifies which status the system uses when creating cartons in the Carton Recommendations table (F4615).

Carton Change Status Enter a user defined code (46/RS) that specifies which status the system uses when changing cartons in the Carton Recommendations table (F4615).

CHAPTER 4

Managing Equipment

This chapter provides an overview of the Equipment Information Management system and discusses how to:

- Set up equipment master constants.
- Set up base warranty defaults.
- Create equipment master records manually: non-CRM users.
- Create equipment master records manually: CRM users.
- Create equipment master records from fixed assets.
- Work with product registration.
- Work with the Equipment Master Update program.
- Work with the equipment master for single records.
- Work with the equipment master for multiple records.
- Create base warranty contracts.
- Work with parent and component information.
- Work with status history.
- Schedule maintenance for installed equipment.

See Also

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Understanding the Equipment Master"

Understanding Equipment Information Management

The Equipment Information Management module provides you with the means to enter and manage product registrations and product master records. You can use this module to create and track the current and historical information for every product or piece of equipment that you manufacture or sell.

For example, you can capture information such as distribution dates, distribution channels, product registrations, product owners, and product locations. By capturing this information, you provide your consultants with immediate access to the critical data that customers expect them to have. This data is also critical for supporting outbound direct marketing initiatives.

The Equipment Information Management module also provides a database to track all contract and warranty registration information for sold or serviced products. When you add a product or piece of equipment, the system can create a base warranty in Service Contracts. The system uses a set of defaults that define the conditions of the warranty.

Most equipment updates are created from information that is derived from sales orders. You can, however, create equipment records from product registration cards or fixed assets.

You can then update the Equipment Master by using any of the following methods:

- Global update
- Equipment Master Revisions (P1702)
- Case Management
- Contract Management
- Work Order Management

  Global update makes changes for multiple transactions. The remaining methods make changes to single records in the system.

Terms and Concepts

You should be familiar with the following terms and concepts that are related to Equipment Information Management:

Term	Description
Base warranty	The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment. Included in a base warranty are the service type and length of time that the product is covered.
Contract coverage	The days of the week and hours of each day during which the service package is in effect. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.
Customer number	The address book number of the customer who owns or leases equipment.
Equipment master	The comprehensive database of products or equipment. The equipment master includes tables that identify products; the base warranty; and the point of origin, such as a sales order.
Equipment record	Products or equipment that are included in the Equipment Master.
Product	Any item or piece of equipment that you want to track.
Product family	A group of products that have common characteristics and share classification criteria.
Service package	The combinations of service type and contract coverage that specify the service support to which the customer is contractually entitled.

Term	Description
Service types	A form of support that is offered to the client for post-sales maintenance of equipment. Examples of service types might include telephone support, on-site service, or repair and return service.
Site number	The address book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.

Common Elements Used in this Chapter

Account Number A value that identifies an account in the general ledger. Use one of the following formats to enter account numbers:

- Standard account number: [business unit.object.subsidiary] or flex format).
- Third G/L number: maximum of 25 digits.
- Account ID number: Eight digits long.
- Speed code: A two-character code that you concatenate to the AAI item*SP*. You can then enter the code instead of an account number.

The first character of the account number indicates its format. You define the account format in the General Accounting constants.

Allow Work Order A code that indicates whether you can create work orders for this piece of equipment.

Assessor Number The address book number that identifies the assessor.

Company Owned An option that indicates if an equipment record is company-owned.

Customer Number A number that identifies an entry in the Address Book system, such as employee, applicant, participant, customer, supplier, tenant, or location.

Customer Price Group A user defined code (40/PC) that identifies a customer group. You can group customers with similar characteristics, such as comparable pricing. This field is optional.

Date Acquired The date the asset was acquired. This date is typically the start depreciation date, but you can specify a different start depreciation date on the Depreciation Information form.

If you are using the half-year convention, you must adjust the start depreciation date manually.

Default Dealer The default dealer for the Customer.

Distributor The address book number that identifies the distributor of the equipment.

Document Type A user defined code (00/DT) that identifies the origin and purpose of the transaction. The system reserves several prefixes for document types, such as vouchers, invoices, receipts, and timesheets. This field is optional.

The reserved document type prefixes for codes are:

P: Accounts payable documents

R: Accounts receivable documents

T: Time and Pay documents

I: Inventory documents

O: Purchase order documents

S: Sales order documents

Effective Date The date on which an address, item, transaction, or table record becomes active. The meaning of this field differs, depending on the program. For example, the effective date can represent any of the following:

- The date on which a change of address becomes effective
- The date on which a lease becomes effective
- The date on which a price becomes effective
- The date on which the currency exchange rate becomes effective
- The date on which a tax rate becomes effective

Equipment Number An identification code that represents an asset. You enter the identification code in one of the following formats:

1: Asset number (a computer-assigned, 8-digit, numeric control number)

2: Unit number (a 12-character alphanumeric field)

3: Serial number (a 25-character alphanumeric field)

Every asset has an asset number. You can use unit number and serial number to further identify assets. If this is a data entry field, the first character you enter indicates whether you are entering the primary (default) format that is defined for your system, or one of the other two formats. A special character (such as / or *) in the first position of this field indicates which asset number format you are using. You assign special characters to asset number formats on the fixed assets system constants form.

Equipment Status A user defined code (12/ES) that identifies the equipment or disposal status of an asset, such as available, down, or disposed.

Installation Date The date the contract for the asset was put into effect.

Inventory Item Number A number that the system assigns to an item. It can be in short, long, or third item number format.

Item Price Group A user defined code (system 40/type PI) that identifies an inventory price group for an item.

Inventory price groups have unique pricing structures that direct the system to incorporate discounts or markups on items on sales and purchase orders. The discounts or markups are based on the quantity, dollar amount, or weight of the

item ordered. When you assign a price group to an item, the item takes on the same pricing structure defined for the inventory price group.

You must assign an inventory price group to the supplier or customer, as well as to the item, for the system to interactively calculate discounts and markups on sales orders and purchase orders. This field is optional.

Line Type A code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. This field is optional.

Codes include the following:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

Manager The address book number of the parent company. The system uses this number to associate a particular address with a parent company or location. Any value that you enter in this field updates the Address Organizational Structure Master table (F0150) for the blank structure type. This address number must exist in the Address Book Master table (F0101) for validation purposes. Examples of address book records that would have a parent number include:

- Subsidiaries with parent companies
- Branches with a home office
- Job sites with a general contractor

Meter Reading 1 The meter reading balance of meter 1.

Order Number A number that identifies an original document. This document can be a voucher, a sales order, an invoice, unapplied cash, a journal entry, and so on.

Parent Number A parent number groups related components together. You can associate each item of property and piece of equipment with a parent item. For example, you can associate a mobile telephone with a specific automobile (the parent), a printer with a computer (the parent), or a flat bed with a specific truck chassis (the parent).

Note. If this is a data entry field, the default value is the asset number. For example, if the asset number is 123, the system assigns 123 as the default parent number.

Product Family A code that classifies an inventory item into a group for customer service. This field is optional.

Some examples include: Laser Printer, Inkjet, or Fax.

Product Model A code that classifies an inventory item into a model for customer service. This field is optional.

Some examples include: Laser Printer, Inkjet or Fax.

Proof of Purchase A code that indicates whether a customer has supplied a proof of purchase. If you leave this field blank, then the system enables the Date field. If you enter a value, the system disables the Date field. If you write a billable contract for an equipment record, the system disables the Proof of Purchase and Date fields.

Ship To Country A user defined code (00/CN) that identifies a country. The country code has no effect on currency conversion. The Address Book system uses the country code for data selection and address formatting. This field is optional.

Sequence Number A number that specifies the order of a group of records on the form.

Serial Number Required only if a processing option is set accordingly. Enter a 25-character alphanumeric number that you can use as an alternate asset identification number. You might use this number to track assets by the manufacturer's serial number. You are not required to use a serial number to identify an asset. Every serial number that you enter must be unique.

Service Package A combination of service order type and coverage type used to define service support to which the customer is contractually entitled. A service package also contains response time and coverage group. This field is optional.

Site Number The address book number for the lessor, renter, or lending institution.

Start Effective Date The date on which an address, item, transaction, or table record becomes active. The meaning of this field differs, depending on the program. For example, the effective date can represent any of the following:

- The date on which a change of address becomes effective
- The date on which a lease becomes effective
- The date on which a price becomes effective
- The date on which the currency exchange rate becomes effective
- The date on which a tax rate becomes effective

Subledger Inactive Code A code that indicates whether a specific subledger is active or inactive. Examples of inactive subledgers are jobs that are closed, employees who have been terminated, or assets that have been disposed. If you want to use subledger information in the tables for reports, but you want to prevent transactions from posting to the record in the Account Balances table (F0902), select the Inactive code.

Technician The address number of an alternate location to which the owner wants the invoice (application) sent.

Unit Number A 12-character alphanumeric code as an alternate identification number for an asset. This number is not required, nor does the system assign a number if you leave the field blank when you add an asset. If you use this number, it must be unique. For equipment, this is typically the serial number.

Warranty Float in Days The number of days added to the duration of a base warranty to account for the sales cycle and delivery of a product. For example, for a product with a 90-day warranty and a 30-day warranty float, the warranty contract expires 120 days

after the product is confirmed as shipped. If you update the installed base record to indicate the actual date that the end user received the product, the system disregards warranty float and indicates a 90-day warranty period that commences on the date of receipt. This field is optional.

Warranty Life In Days The number of days from date of sale or delivery until the warranty expires.

Setting Up Equipment Master Constants for Service Management

This section provides an overview of equipment master constants and discusses how to set up equipment master constants for Service Management.

Understanding Equipment Master Constants

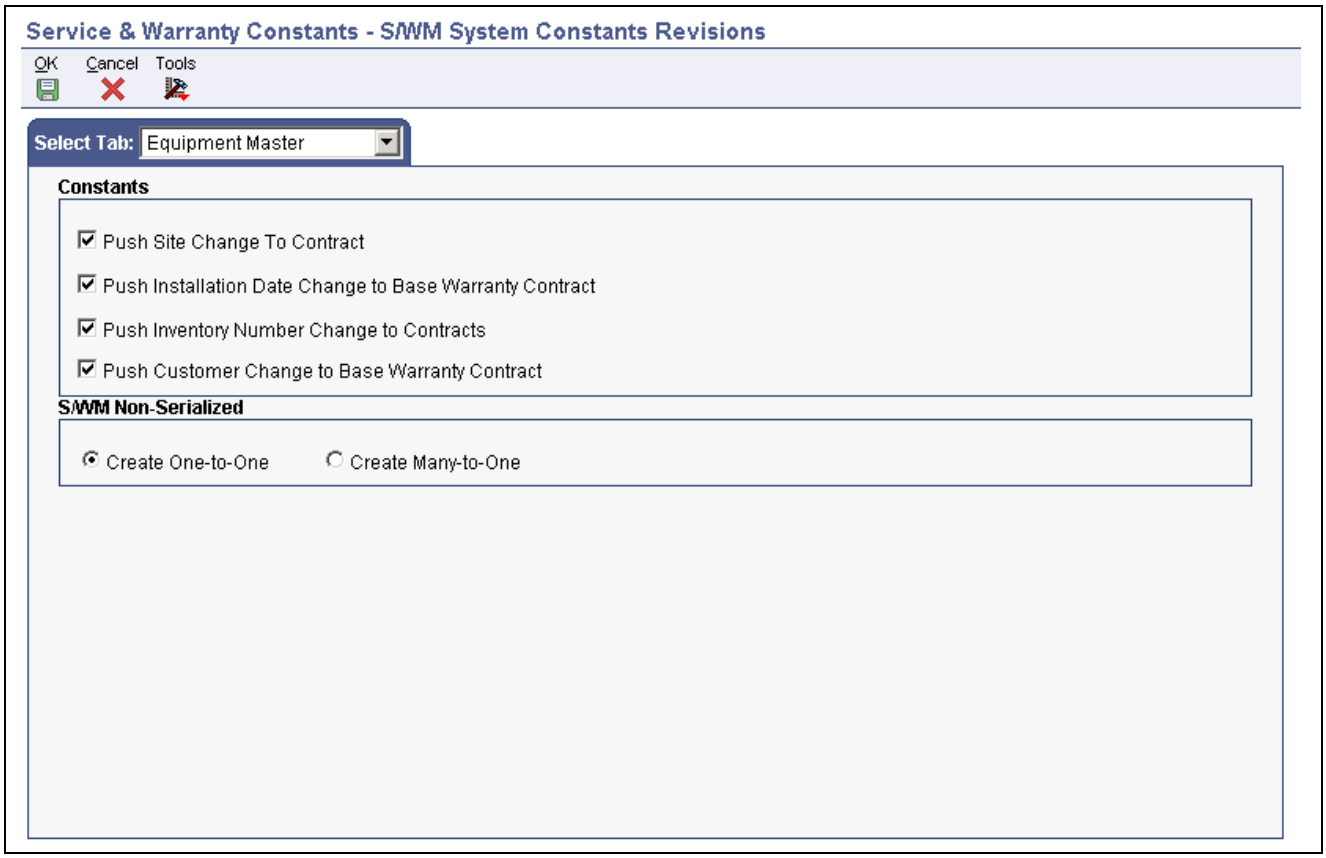
To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations. You can also define whether the system uses the asset, unit, or serial number as the default primary number that appears for the equipment. The information that you enter for the primary number overrides the primary number information that is stored in the company constants.

Form Used to Set Up Equipment Master Constants for Service Management

Form Name	Form ID	Navigation	Usage
S/WM System Constants Revisions	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants. Select the Equipment Master tab.	Set up equipment master constants.

Setting Up Equipment Master Constants for Service Management

Access the S/WM System Constants Revisions form and select the Equipment Master tab.



S/WM System Constants form

Push Site Change To Contract

Select this option to update the site number on all contracts that are related to equipment record installation site changes.

If site number has changed, that change is applied to all contracts for the item.

Push Installation Date Change to Base Warranty Contract

Select this option to update the start and end dates on base warranty contracts that are only related to equipment record installation date changes.

Date changes do not apply to billable contracts.

Push Inventory Number Change to Contracts

Select this option to update the inventory number on all contracts that are related to equipment record installation inventory number changes.

Push Customer Change to Base Warranty Contract

Select this option to update base warranty contracts with customer changes.

Create One-to-One

Select this option to create equipment records for non-serialized items when you run the Equipment Master Update (R17024).

When you select this option, the system creates a serialized number in the user defined code table (40/SN) for each unit of one in the Basic Serial Numbers table (F4220) and creates an equipment record for the single item.

This option works with the Serial Number Required Flag in the Item Branch/Plant program. For non-serialized items that you want to track in Service Management, the Serial Number Required field on the Item Branch/Plant Info. form must be set to 6 so that you can create equipment records for non-serialized items.

Create Many-to-One Select this option to create equipment records for non-serialized items when you run the Equipment Master Update (R17024).

When you click this option, the system creates a single equipment record for the item, regardless of the quantity.

This option works with the Serial Number Required Flag in the Item Branch/Plant program. For non-serialized items that you want to track in Service Management, the Serial Number Required field on the Item Branch/Plant Info. form must be set to 6 so that you can create equipment records for non-serialized items.

Setting Up Base Warranty Defaults and Rules

This section provides an overview of base warranty defaults and discusses how to:

- Set up base warranty defaults for Service Management.
- Set up warranty rules for Service Management.

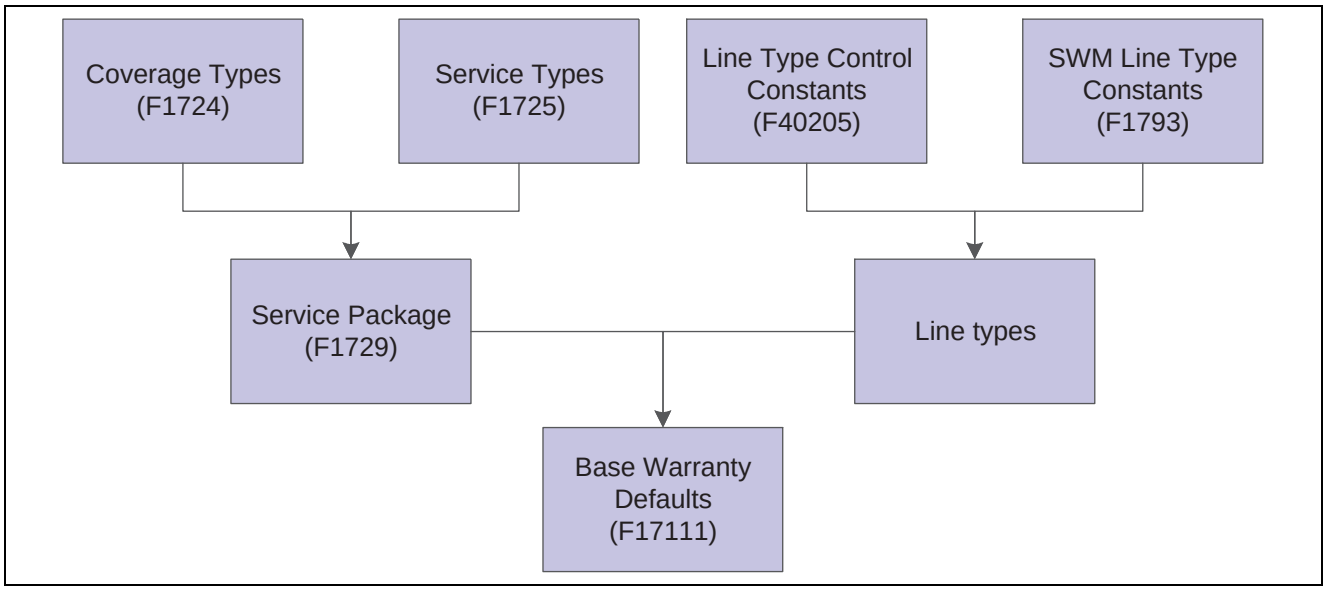
Understanding Base Warranty Defaults and Rules

You must provide the system with information about the warranty that you offer for each product or piece of equipment in your Equipment Master, such as the length of time for which the warranty is valid and the type of service package provided by the warranty. You can set up default warranty information based on a number of variables. For example, you can set up base warranty information based on a product model and product family, and then modify the warranty, based on additional criteria such as the customer or country.

In addition, you must add a sequence of one or more rules for using variables, such as customer number or branch/plant, to determine the default warranty values that apply to a specific equipment record. The sequence in a warranty rule indicates the order for using the variables.

You should set up warranty rules from the most specific to the most general. The more fields in a sequence that are marked with a Y, the more specific the warranty rule.

The following graphic illustrates the tables that store base warranty default information:



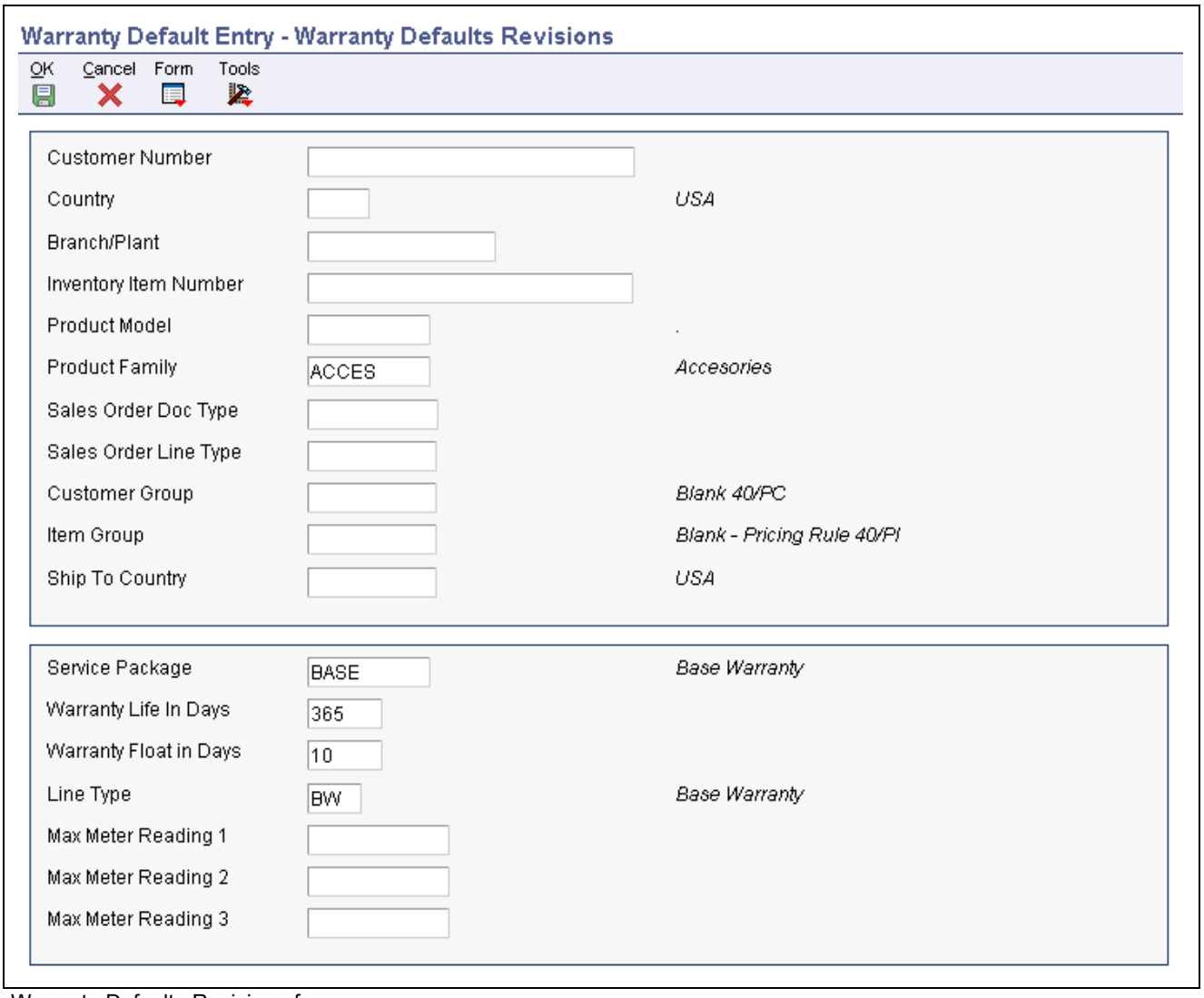
Example of tables storing base warranty default information

Forms Used to Set Up Base Warranty Defaults and Rules for Service Management

Form Name	Form ID	Navigation	Usage
Warranty Defaults Revisions	W17111B	Equipment Master Setup menu (G1741), Warranty Default Entry. On Work with Warranty Defaults, click Add.	Set up base warranty defaults for Service Management.
Warranty Defaults Rules Sequence	W17111C	Equipment Master Setup menu (G1741), Warranty Default Entry. On Work with Warranty Defaults, select Warranty Rules Seq from the Form menu.	Set up warranty rules for Service Management.

Setting Up Base Warranty Defaults for Service Management

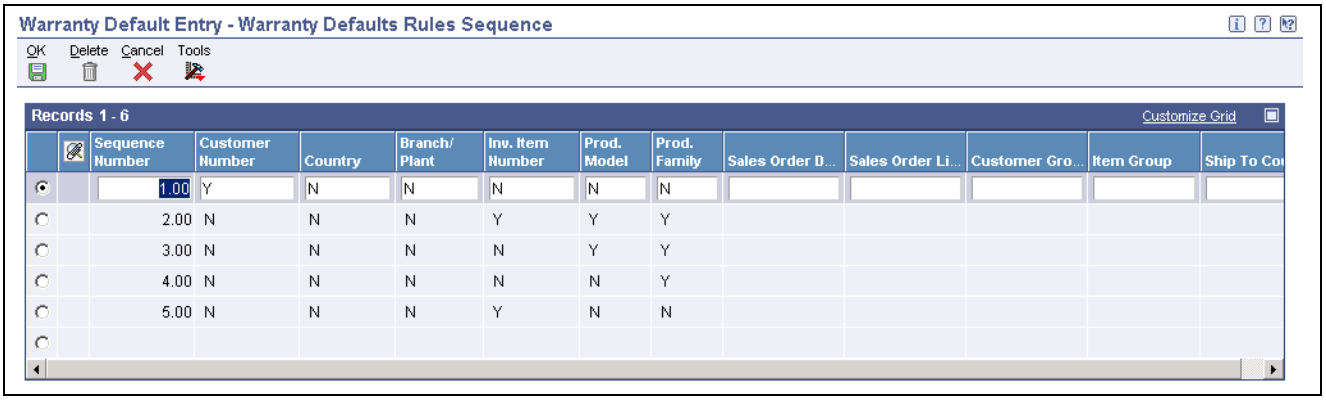
Access the Warranty Defaults Revisions form.



Warranty Defaults Revisions form

Setting Up Warranty Rules for Service Management

Access the Warranty Defaults Rules Sequence form.



Warranty Defaults Rules Sequence form

Creating Equipment Master Records Manually

This section provides an overview and discusses how to create equipment records manually.

Understanding Manual Creation of Equipment Records

You can create equipment records manually for those products that are not processed through sales orders.

If you are using the Customer Relationship Management (CRM) system, the interface differs from non-CRM users. After you create an equipment record in the same manner as a non-CRM user, you can then inquire on and revise equipment records using a different interface. The interface provides the same functionality as the current Equipment Revisions program (P1702). You can add, update, delete, and inquire on equipment records. The program provides links to Status History, Customer/Site History, Cases, Work Orders, Service Contracts, and Entitlements.

A processing option indicates whether you are a Non-CRM or CRM user.

When you create equipment records, the system creates records in the following tables:

- Asset Master table (F1201)
- Equipment Master Extension table (F1217)
- Equipment Master Location History (F1731)
- Status History File (F1307)
- Parent History (F1212)

For the Service Management system, depending on how you have set up your processing options and whether you are creating a base warranty, the system also creates records in the Contract Detail table (F1721). Based on the service or sales contract, the system automatically generates warranty entitlement information for the product.

This section describes how to:

- Create equipment master records manually for non-CRM users
- Create equipment master records manually for CRM users
- Set processing options for Work with Equipment Master (P1701)
- Set processing options for Equipment Master Revisions (P1702)

Prerequisite

Set the Equipment Master Entry (P1701) processing option to indicate that you are a non-CRM or CRM user.

Forms Used to Create Equipment Master Records Manually

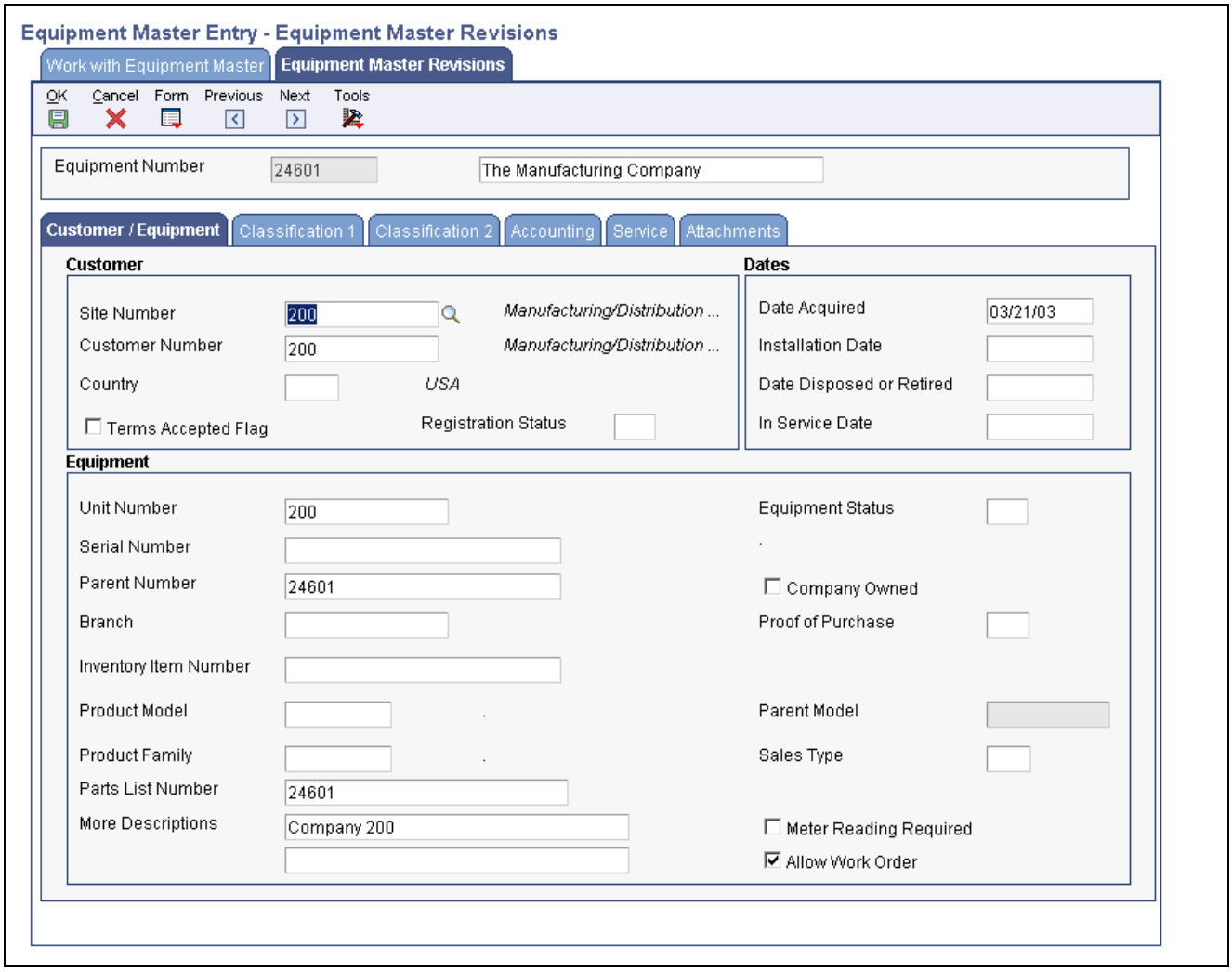
Form Name	Form ID	Navigation	Usage
Work with Equipment Master	W1701A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry.	Non-CRM and CRM users. Search for or add equipment records.

Page Name	Object Name	Navigation	Usage
Equipment Master Revisions	W1702A	Do one of the following: On Work with Equipment Master, click Add to add an equipment record. On Work with Equipment Master, select an equipment record and click Select to access information about an existing equipment record.	Non-CRM users: enter, review, and revise equipment master records. CRM users: enter equipment master records.
Equipment – Manage [equipment description and number]	W90CD001B	After you add an equipment record on the Equipment Master Revisions form, click OK.	CRM users. Review and revise equipment information in the header area, from the links, and on the tabs.
Equipment Master Related Order Information	W17023A	On Equipment – Manage [equipment description and number], select the Related Order Detail link. Select the Sales, Manufacturing, or OEM tabs.	CRM users. Enter or view related order information.
Additional Equipment Master Information	W1702B	On Equipment – Manage [equipment description and number], select the Additional Information Detail link.	CRM users. Enter or view any remarks or tax information.
Related Links for [equipment description and number]	W90CD012A	On Equipment – Manage [equipment description], select the Related Links Detail link. Select the application links to related information. The Related Links Detail link contains all the form exits that are available from the Equipment Master Revisions program (P1702).	CRM users. Enter or view the information as allowed by the following links: • Relationships • Costing Analysis • Locations • Replacement Parts • Supplemental • Set Up – Flash Messages • Set Up – Financials
Equipment – Status History for [equipment description and number]	W90CD003A	On Equipment – Manage [equipment description and number], select the Status History tab.	CRM users. View equipment status and downtime analysis.
Equipment – Customer/Site History for [equipment description and number]	W90CD004A	On Equipment – Manage [equipment description and number], select the Customer/Site History tab.	CRM users. View customer and site history for the equipment, as well as equipment master location and mailing details.

Page Name	Object Name	Navigation	Usage
Equipment – Related Objects for [equipment description and number]	W90CD008A	On Equipment – Manage [equipment description and number], select the Related Objects tab. Click one of the links.	CRM users. View work order, case, service contract, or entitlement information for the equipment.
Equipment – Manage Reference for [equipment description and number]	W90CD014A	On Equipment – Manage [equipment description and number], select the Reference tab.	CRM users. Enter or view any additional reference information about the equipment.

Creating Equipment Master Records Manually: Non-CRM Users

Access the Work With Equipment Master form and click Add. On the Equipment Master Revisions form, enter, review, and revise equipment master records.



Equipment Master Revisions form

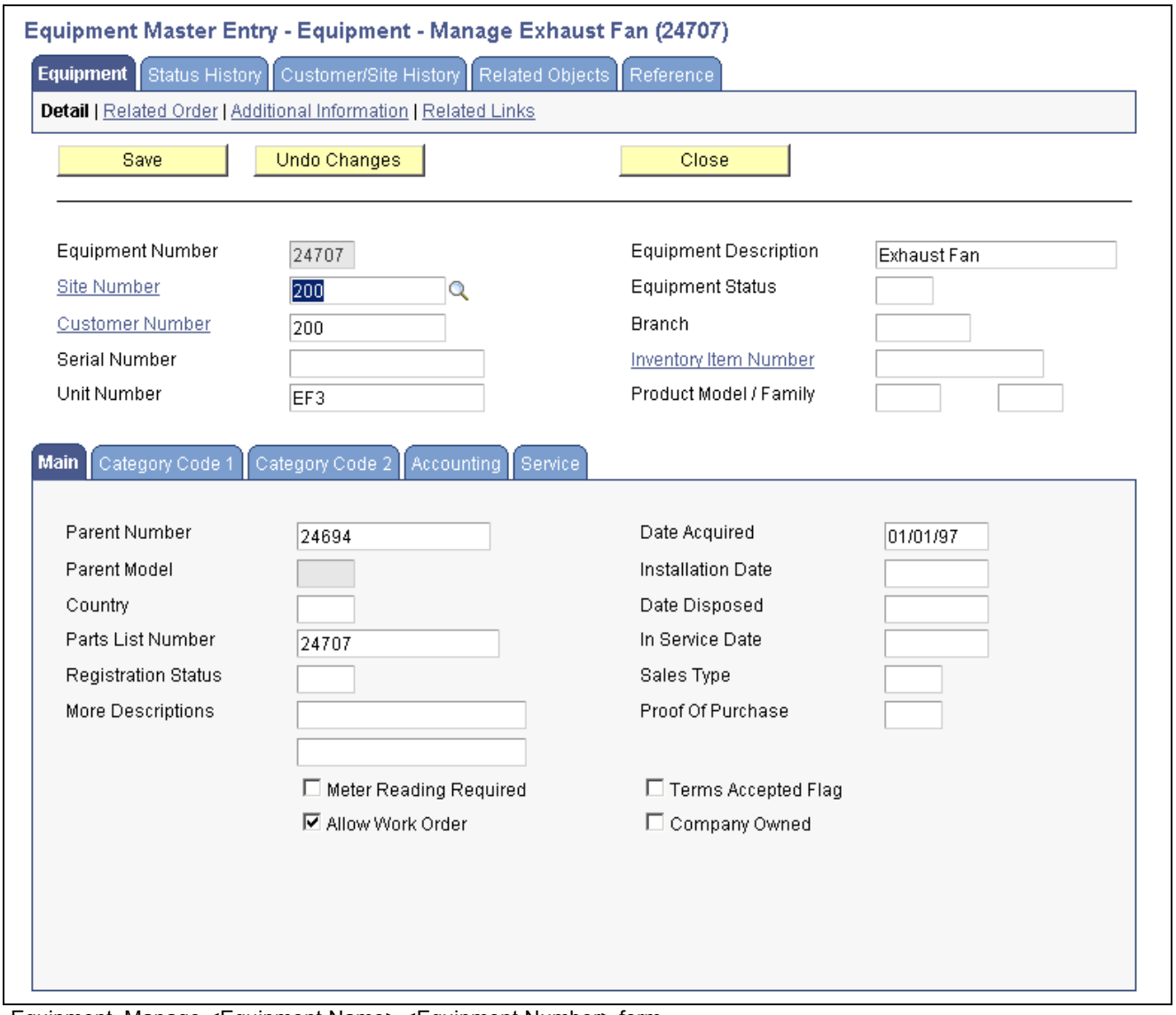
Select the following tabs:

- Customer/Equipment

- Classification 1 and Classification 2
- Accounting
- Service

Creating Equipment Master Records Manually: CRM-Users

Access the Work With Equipment Master form and click Add. On the Equipment Master Revisions form, enter equipment master records and click OK. On the Equipment – Manage [equipment description and number] form, review and revise equipment information in the header area, from the links, and on the tabs.



Equipment–Manage <Equipment Name> <Equipment Number> form

The Equipment and Main tabs appear when you access the Equipment – Manage [equipment description and number] form. Select one of the remaining tabs, depending on the information you want to add or review:

- Category Code 1
- Category Code 2
- Accounting

- Service
- Status History
- Customer/Site History
- Related Objects
- Reference

Setting Processing Options for the Work with Equipment Master (P1701) Program

CRM and non-CRM users: use these processing options to set default values for the Work with Equipment Master program.

Categories

These processing options specify defaults for category codes.

1. Category Code 1 (Accounting Class) Specify the Accounting Class Category Code 1 that the system uses to search for the equipment. A blank value selects all.

2. Category Code 2 (Equipment Class) Specify the Equipment Class Category Code 2 that the system uses to search for the equipment. A blank value selects all.

3. Category Code 3 (Manufacturer) Specify the Manufacturer Category Code 3 that the system uses to search for the equipment. A blank value selects all.

4. Category Code 4 (Model Year) Specify the Model Year Category Code 4 that the system uses to search for the equipment. You use the Model Year category code to further define the subclass codes. For example, you can define a 1990 International Harvester, single-axle, within the subclass for trucks. A blank value selects all.

5. Category Code 5 (Usage Miles or Hours) Specify the Usage Miles or Hours category code from UDC 12/C5, which the system uses to search for the equipment. A blank value selects all. You use the usage category codes to further define the subclass codes.

6. Category Code 6 Specify Category Code 6, which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

7. Category Code 7 Specify Category Code 7, which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

8. Category Code 8 Specify Category Code 8 (UDC 12/C8), which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

9. Category Code 9 Specify Category Code 9 (UDC 12/C9), which the system uses to search for the equipment. A blank value selects all. You use this category code to further define the subclass codes.

10. Rate Group Specify the Rate Group (UDC 12/C0) that the system uses to search for the equipment. A blank value selects all. You use this category code to group similar items for billing.

11. Category Code - F/A 11 Specify Category Code 11 (UDC 12/F1), which the system uses to search for the equipment. A blank value selects all.

12. Category Code - F/A 12 Specify Category Code 12 (UDC 12/F2), which the system uses to search for the equipment. A blank value selects all.

13. Category Code - F/A 13 Specify Category Code 13 (UDC 12/F3), which the system uses to search for the equipment. A blank value selects all.

14. Category Code - F/A 14 Specify Category Code 14 (UDC 12/F4), which the system uses to search for the equipment. A blank value selects all.

15. Category Code - F/A 15 Specify Category Code 15 (UDC 12/F5), which the system uses to search for the equipment. A blank value selects all.

16. Category Code - F/A 16 Specify Category Code 16 (UDC 12/F6), which the system uses to search for the equipment. A blank value selects all.

17. Category Code - F/A 17 Specify Category Code 17 (UDC 12/F7), which the system uses to search for the equipment. A blank value selects all.

18. Category Code - F/A 18 Specify Category Code 18 (UDC 12/F8), which the system uses to search for the equipment. A blank values selects all.

19. Category Code - F/A 19 Specify Category Code 19 (UDC 12/F9), which the system uses to search for the equipment. A blank value selects all.

20. Category Code - F/A 20 Specify Category Code 20 (UDC 12/F0), which the system uses to search for the equipment. A blank value selects all.

21. Category Code - F/A 21 Specify Category Code 21 (UDC 12/21), which the system uses to search for the equipment. A blank value selects all.

22. Category Code - F/A 22 Specify Category Code 22 (UDC 12/22), which the system uses to search for the equipment. A blank value selects all.

23. Category Code - F/A 23 Specify Category Code 23 (UDC 12/23), which the system uses to search for the equipment. A blank value selects all.

Defaults

These processing options supply default values on the Work with Equipment Master form.

1. Responsible Business Unit Specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

2. Business Unit - Location Specify the current physical location of an asset.

3. Equipment Status Specify the status that the system assigns to the equipment record. Enter a value from UDC 12/ES.

4. Company Specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

5. Product Family Specify the default product family. Enter a value from UDC 17/PA (Product Family).

A blank value selects all. The system uses this processing option when searching for Equipment records.

6. Product Model Specify the default Product Model. Enter a value from UDC 17/PM (Product Model).

A blank value selects all. The system uses this processing option when searching for Equipment records.

Process

This processing option specifies whether you are a CRM user.

1. CRM User Specify whether the system runs the application for the CRM User. Values are:

Blank: Non CRM User

1: CRM User

Versions

These processing options specify the versions of programs to access from the equipment records.

1. Equipment Master Revisions (P1702) Version Specify the version of the Equipment Master Revisions program (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Scheduling Workbench (P48201) Version Specify the version of the Work With Work Orders program (P48201) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

3. Status History (P1307) Version Specify the version of the Status History program (P1307) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

4. Equipment Message Log (P1205) Version Specify the version of the Equipment Message Log program (P1205) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002.

5. Equipment PM Schedule (P1207) Version Specify the version of the Equipment PM Schedule program (P1207) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0002 version.

6. Cost Summary (P122101) Version Specify the version of the Cost Summary program (P122101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0003 version.

7. Bill of Material Inquiry (P30200) Version Specify the version of the Bill of Material Inquiry program (P30200) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

8. Service Entitlement Inquiry (P1723) Version Specify the version of the Entitlements Inquiry program (P1723) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

9. Case History (P17500) Version Specify the version of the Work With Cases program (P17500) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0003 version.

10. Item Master (P4101) Version Specify the version of the Item Master program (P4101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

11. Supplemental Data (P00092) Version Specify the version of the Item Master program (P4101) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0001 version.

12. Equipment Master Related Orders (P17023) Version Specify the version of Equipment Master Related Order Information (P17023). The system uses this version to access orders that are associated with the selected equipment record when you select Equipment Master, then Related Orders from the Row menu on the Work with Equipment Master form. If you leave this processing option blank, the system uses the ZJDE0001 version.

13. Equipment Master Parent/Child (P12017) Version Specify the version of the Equipment Master Parent/Child program (P12017) that you access from the equipment master record. If you leave this processing option blank, the system uses the ZJDE0002 version.

14. Location Information (P1201) Version Specify the version of the Asset Master Information program (P1201) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

15. Work With Locations (P12215) Version Specify the version of the Work With Locations program (P12215) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

16. Location Transfer (P12115) Version Specify the version of the Location Transfer program (P12115) that you access from the equipment record. If you leave this processing option blank, the system uses the ZJDE0001 version.

17. Equipment Master Address Locations (P1704) Version Specify the version of the Equipment Master Address Location Revisions program (P1704) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

18. Item Branch (P41026) Version Specify the version of the Item Branch program (P41026) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

19. Equipment Backlog (P13220) Version Specify the version of the Equipment Backlog program (P13220) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

20. PM Orders (P12071) Version Specify the version of the PM Backlog program (P12071) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

21. Equipment Parts List (P13017) Version Specify the version of the Equipment Parts List program (P13017) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

Setting Processing Options for the Equipment Master Revisions Program (P1702)

Non-CRM users: use these processing options to set default values for the Equipment Master Revisions program.

Note. Access these processing options by entering IV (interactive versions) in the Fast Path.

Edits

These processing options specify requirements when you add equipment records.

1. Unit Number Required Specify whether the system requires a unit number when you add an equipment record. Values are:

Blank: Do not require a unit number.

1: Require a unit number.

Note. This processing option does not apply to the Speed Registration program (P1705).

2. Serial Number Required Specify whether you are required to enter a serial number when you add an equipment record. Values are:

Blank: Do not require a serial number.

1: Require a serial number.

3. Inventory Item Number Required Specify whether you are required to enter an inventory item number when you add an equipment record. Values are:

Blank: Do not require an inventory item number.

1: Require an inventory item number.

4. Base Warranty Contracts Specify whether to generate a base warranty contract when you add an equipment record. Values are:

Blank: Do not generate a base warranty contract.

1: Generate a base warranty contract.

5. Base Warranty Contract Start Date Specify which start date the system uses for the base warranty contract. Values are:

Blank: Use the installation date as the start date.

1: Use the acquired date as the start date.

6. Require Base Warranty Specify whether the system requires base warranty defaults before you add an equipment record. Values are:

Blank: Do not require base warranty defaults.

1: Require base warranty defaults.

7. Display Base Warranty Specify whether the system displays base warranty contracts after you add an equipment record. Values are:

Blank: Do not display base warranty contracts.

1: Display base warranty contracts.

8. Create Mailing Data Specify whether the system automatically creates mailing data in the Equipment Master Location Details table (F17311) when you add an equipment record. Values are:

Blank: Do not automatically create mailing data.

1: Automatically create mailing data.

9. Assessor Default Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign the assessor.

1: Do not assign the assessor.

Defaults

These processing options supply default values on the Equipment Master Revisions form.

1. Company Specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

2. Responsible Business Unit Specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

3. Cost Center Specify the business unit component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

4. Account Object Specify the object component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

5. Account Subsidiary Specify the subsidiary component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

6. Default Cost Account from Parent Specify whether the parent asset supplies default values for cost account information when you add children assets. Values are:

Blank: Do not default cost account information

1: Default cost account information

7. Create Account Balances Record Specify whether the system creates an account balances record when you add an equipment record. Values are:

Blank: Do not create account balances

1: Create account balances

8. Beginning Equipment Status Specify the initial status that the system assigns to the equipment record. Enter a value from UDC 12/ES.

9. Beginning Registration Status Specify the initial registration status that the system assigns to the equipment record. Enter a value from UDC 17/RS.

10. Allow Work Order Specify a default value for the Allow Work Order field when adding an Equipment Master record. Values are:

Blank: Do not allow work orders

*1 or Y:*Allow work orders

11. Location Default Specify whether the system derives the equipment location from the responsible business unit. Values are:

Blank: No Location

1: Default location from responsible business unit

12. Location Start Effective Date Specify the effective start date for the equipment location. Values are:

Blank: Default to the system date

1: Default to the date acquired

Process

This processing option specifies whether you are a CRM user.

1. CRM User Specify whether the system runs the application for the CRM User. Values are:

Blank: Non - CRM User

1: CRM User

Export

These processing options supply export values on the Equipment Master Revisions form.

1. Enter the transaction type for the export transaction. Specify the transaction type for the export transaction. Enter a value from UDC OO/TT. If you leave this processing option blank, the system does not perform interoperability processing.

2. Enter the APS Outbound Processor (R34A400) version to call when performing interoperability processing. Specify which version of APS Outbound Processor (R34A400) the system uses when it performs interoperability processing. If you leave this processing option blank, the system uses the XJDE0002 version.

Versions

These processing options specify the versions of programs to launch from the equipment records.

1. Service Entitlement Inquiry (P1723) Version Specify the version of the Entitlements Inquiry program (P1723) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Scheduling Workbench (P48201) Version Specify the version of the Work With Work Orders program (P48201) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0002 version.

3. Status History (P1307) Version Specify which version of Status History (P1307) the system uses. If you leave this processing option blank, the system uses the ZJDE0002 version.

4. Equipment Message Log (P1205) Version Specify which version of Equipment Message Log (P1205) the system uses. If you leave this processing option blank, the system uses the ZJDE0002 version.

5. Equipment PM Schedule (P1207) Version Specify which version of Equipment PM Schedule (P1207) the system uses. If you leave this processing option blank, the system uses the ZJDE0002 version.

6. Cost Summary (P122101) Version Specify which version of Cost Summary (P122101) the system uses. If you leave this processing option blank, the system uses the ZJDE0003 version.

7. Bill of Material Inquiry (P30200) Version Specify the version of the Bill of Material Inquiry program (P30200) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

8. Quick Customer Add (P01015) Version Specify the version of the Quick Customer/Contact Add program (P01015) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

9. Case History (P17500) Version Specify the version of the Work With Cases program (P17500). If you leave this processing option blank, the system uses the ZJDE0003 version.

10. Item Master (P4101) Version Specify the version of the Item Master program (P4101) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

11. Item Branch (P41026) Version Specify the version of the Item Master program (P4101) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

12. Equipment Master Related Orders (P17023) Version Specify which version of Equipment Master Related Order Information (P17023) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

13. Equipment Master Parent/Child (P12017) Version Specify the version of the Equipment Master Parent/Child program (P12017) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0002 version.

14. Supplemental Data (P00092) Version Specify the version of the Supplemental Data program (P00092) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0005 version.

15. Location Information (P1201) Version Specify the version of the Asset Master Information program (P1201) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

16. Location Transfer (P12115) Version Specify the version of the Location Transfer program (P12115) that you access from the Equipment Master Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

17. Equipment Parts List (P13017) Version Specify the version of the Equipment Parts List program (P13017) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

18. Equipment Master Address Location (P1704) Version Specify the version of the Equipment Master Address Location Revisions program (P1704) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

19. Work With Locations (P12215) Version Specify the version of the Work With Locations program (P12215) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

20. Equipment Backlog (P13220) Version Specify the version of the Work With Equipment Work Orders program (P13220) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

21. PM Orders (P12071) Version Specify the version of the Preventive Maintenance Backlog program (P12071) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

22. Accounts (P0901) Version Specify the version of the Accounts program (P0901) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

23. Contracts (P1720) Version Specify the version of the Work With Contracts program (P1720) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

24. Parent History Inquiry (P12212) Version Specify the version of the Work With Parent History (P12212) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

25. License Information (P1206) History Specify the version of the License Information program (P1206) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

Data Selection

The Equipment Master Update from Ship Confirm allows additional data selection criteria. These processing options specify the additional criteria.

1. Last Status Code Specify the last status of a sales order that is required to add an equipment record. Enter a value from UDC 40/AT.

2. Country Specify the country code of customers whose orders are to be added to the equipment master. Enter a value from UDC 00/CN.

Setting Processing Options for the CRM - Manage Equipment Program (P90CD001)

CRM users: use these processing options to set default values for the CRM – Manage Equipment program.

Note. Access these processing options by entering IV (interactive versions) in the Fast Path.

These processing options are identical to those for the P1702 program, with the following exceptions:

Process

There are no Process processing options.

Versions

There are no processing options for 24. Parent History Inquiry (P12212) Version and 25. License Information (P1206) History.

Creating Equipment Records From Fixed Assets

This section describes how to create equipment master records from fixed assets.

Understanding Creating Equipment Records from Fixed Assets

You can create an equipment record from an existing record in the Fixed Assets system database.

For the Service Management system, the system generates base warranty contract details, depending on how you set the processing options.

Forms Used to Create Equipment Records From Fixed Assets

Form Name	Form ID	Navigation	Usage
Create Equipment Master Extension Tables	W17021A	Periodic Equipment Master Processing (G1721), Create Equip Master from Fixed Assets.	Locate the record.
Equipment Master Revisions	W1702A	On Create Equipment Master Extension Tables, select a record, and select Create Extension from the Row menu.	Enter information such as site number, customer number, date acquired, installation date, serial number, inventory item number, product model, and product family.

Setting Processing Options for the Create Equipment Master Extension Tables Program (P17021)

Use these processing options to supply the default values for the Create Equipment Master Extension Tables program.

Defaults

This processing option specifies the beginning registration status.

1. Beginning Registration Status Specify the initial registration status that the system assigns to the equipment record. Enter a value from UDC 17/RS.

Edits

These processing options specify default values for equipment base warranties.

1. Generate Base Warranty Contracts Specify whether the system generates base warranty contracts when you create an equipment record. Values are:

Blank: Do not generate Base Warranty Contracts

1: Generate Base Warranty Contracts

2. Base Warranty Contract Start Date Specify which date the system uses as the start date for the base warranty contract. Values are:

Blank: Use the installation date as the start date.

1: Use the acquired date as the start date.

3. Display Base Warranty Specify whether the system displays base warranty contracts after you add an equipment record. Values are:

Blank: Do not automatically display the Base Warranty Contracts after creating an Equipment Record.

1: Automatically display the Base Warranty Contracts after creating an Equipment Record.

Versions

These processing options specify the versions of programs to launch from Equipment Master Revisions.

1. Equipment Master Revisions (P1702) version Specify the version of the Equipment Master Revisions program (P1702). The system uses the processing options from this version, such as serial number requirements and base warranty defaults requirements, when creating Equipment Master extension records. If you leave this processing option blank, the system uses the*ZJDE0001* version.

2. Equipment Master Revisions (P1702) version Specify the version of the Equipment Master Revisions program (P1702) that the system uses to display the newly created equipment master record. If you leave this processing option blank, the system uses the *ZJDE0001* version.

3. Work With Contracts (P1720) version Specify the version of Work With Contracts (P1720) to use when you create base warranty contracts. If you leave this processing option blank, the system uses the *ZJDE0001* version.

Working with Product Registration

This section provides an overview of product registration and discusses how to:

- Enter product registration.
- Set processing options for the Product Registration program (P17051).
- Enter product speed registration.

Understanding Product Registration

You can use the Product Registration Entry program (P17051) to update or add equipment records.

You can use the Speed Registration Entry program (P1705) to enter equipment records quickly. For example, if you sell bike helmets, you do not have to create equipment records for each bike helmet that you sell. But you can include product registration cards with each helmet, and customers can send you product and customer information.

You can enter information in the tab header fields that are default entry values which apply to multiple product registration entries. For example, you can enter product information on the Product Defaults tab once, and enter multiple site and owner numbers. As you create multiple product registration entries, the system adds the entries to the detail area.

Conversely, if you would like to create multiple product registration entries for a single customer, you can enter the customer information once, and then enter multiple items and branches.

You can only use the Quick Product Registration form to enter customer and product information. To review equipment entries, you must inquire using the Work With Equipment Master program (P1701).

Note. You can enter serial number, product, and customer information directly into the detail area without entering customer or product information in the tab header area. If you leave the fields in the tab headers blank and enter the customer and product information in the first line, the system uses these values to populate the detail rows that follow.

The Speed Registration Program (P1705) also uses some processing options for the Equipment Master Revisions Program (P1702).

See Chapter 4, "Managing Equipment ," Setting Processing Options for the Equipment Master Revisions Program (P1702), page 67.

Prerequisites

Before you complete the tasks in this section:

- Enter the customer information in the Address Book system.

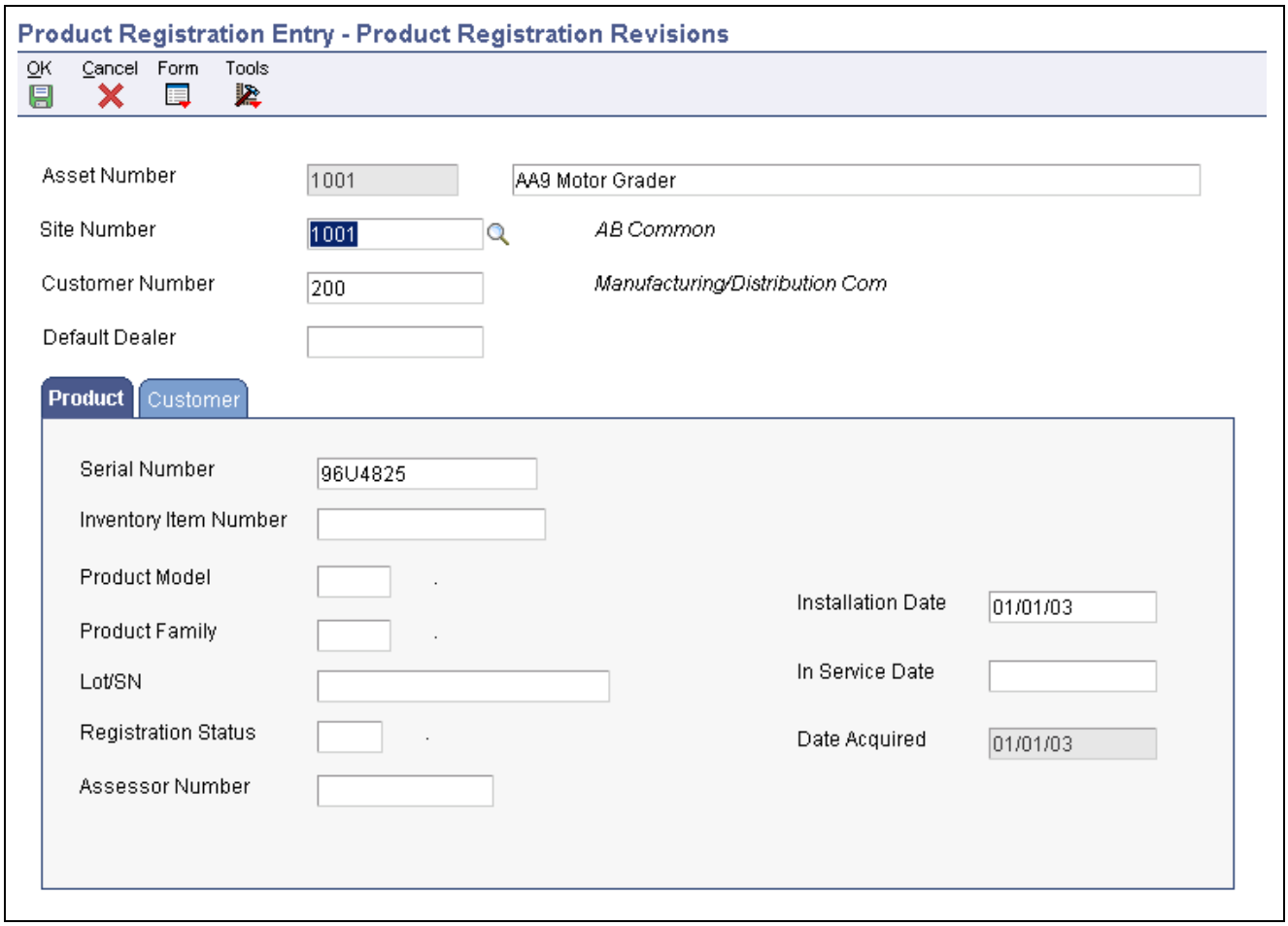
  You can use a Form exit to add a customer from within Product Registration Entry.
- Ensure that items which you enter in the product registration entry form have defined SWM information.

Forms Used to Work with Product Registration

Form Name	Form ID	Navigation	Usage
Product Registration Revisions	W17051B	Daily Equipment Master Processing menu (G1711), Product Registration Entry. On the Work With Product Registration form, click Add. Select the Product tab. Select the Customer tab.	Enter product information.
Quick Product Registration	W1705A	Daily Equipment Master Processing menu (G1711), Speed Registration Entry. Select the Customer Defaults tab. Select the Products Default tab.	Enter product speed information.

Entering Product Registration

Access the Product Registration Revisions form.



Product Registration Revisions form

Asset Number If you leave this field blank, the system supplies a Next Number default.

Serial Number The serial number is only required if you set the serial number processing option to Required.

Installation Date Based on the inventory number, the system retrieves values for product family and product model information.

Setting Processing Options for the Product Registration Program (P17051)

Use these processing options to supply the default values for the Product Registration Program.

Edits

Use these processing options to supply the edit values for the program.

1. Serial Number Required Specify whether to require a serial number when you add an equipment record. Values are:

Blank: Do not Require Serial Number

1: Require Serial Number

2. Inventory Item Number Required Specify whether to require an inventory item number when you add an equipment record. Values are:

Blank: Do not Require Inventory Item Number

1: Require Inventory Item Number

3. Base Warranty Contract Specify whether to generate a base warranty contract when you add an equipment record. Values are:

Blank : Do not create Base Warranty Contracts

1: Create Base Warranty Contracts

4. Base Warranty Contract Start Date Specify which start date the system uses for the base warranty contract. Values are:

Blank: Use Installation Date for Start Date

1: Use Acquired Date for Start Date

5. Require Base Warranty Defaults Specify whether the system requires default values for the base warranty before you add an equipment record. Values are:

Blank: Do not Require Base Warranty Defaults

1: Require Base Warranty Defaults

6. Assign Assessor Default Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign Assessor Default

1: Do not assign Assessor Default

Defaults

Use these processing options to supply the default values for the program.

1. Company Specify the default company used when creating an equipment master record.

2. Responsible Business Unit Specify the default responsible business unit used when creating an equipment master record.

3. Cost Center Specify the default asset cost center used when creating an equipment master record. The system uses this in conjunction with account object and account subsidiary to create the asset cost account.

4. Account Object Specify the default asset account object used when creating an equipment master record. The system uses this in conjunction with the cost center and account subsidiary to create the asset cost account.

5. Account Subsidiary Specify the default asset account subsidiary used when creating an equipment master record. The system uses this in conjunction with the cost center and account object to create the asset cost account.

6. Beginning Equipment Status Specify the default beginning equipment status used when creating an equipment master record. Enter a value from UDC 12/ES (Status or Disposal Code).

7. Beginning Equipment Registration Status Specify the default beginning equipment registration status used when creating an equipment master record. Enter a value from UDC 17/RS (Product Registration Status).

8. Branch/Plant Specify the default branch/plant used when creating an equipment master record.

9. Default Address Book Number of User Specify whether the system uses the user address book number as the default value for the dealer or customer fields. Values are:

Blank: Do not Default

1: Default to Dealer Field

2: Default to Customer Field

10. Allow Work Order Indicate whether a piece of equipment or asset may be entered on a work order. Values are:

0 or N: Do Not Allow Work Order

1 or Y: Allow Work Order

11. Location Default Specify whether the system derives the equipment location from the responsible business unit. Values are:

Blank: No Location

1: Default location from responsible business unit

12. Location Start Effective Date Specify the effective start date for the equipment location. Values are:

Blank: Default to the system date

1: Default to the date acquired

Versions

Use these processing options to supply the version values for the program.

1. Meter Readings (P12120) Version Specify the version of the Meter Readings program (P12120) that you want to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Work With Contracts (P1720) Version Specify the version of the Work With Contracts program (P1720). If you choose to generate contracts when you create equipment master records, the system uses the processing options from this version to identify the contract document type and the version information for the Contract Revisions program and the Contract Print program (P1721 and R1733, respectively). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Quick Customer Add (P01015) Version Specify the version of the Quick Customer/Contact Add program (P01015). If you leave this processing option blank, the system uses the ZJDE0001 version.

Process

Use these processing options to supply the process values for the program.

1. Disable Dealer Specify whether the system disables the Dealer field. Values are:

Blank: Do not disable Dealer field

1: Disable Dealer field

2. Disable Customer Specify whether the system disables the Customer field. Values are:

Blank: Do not disable Customer field

1: Disable Customer field

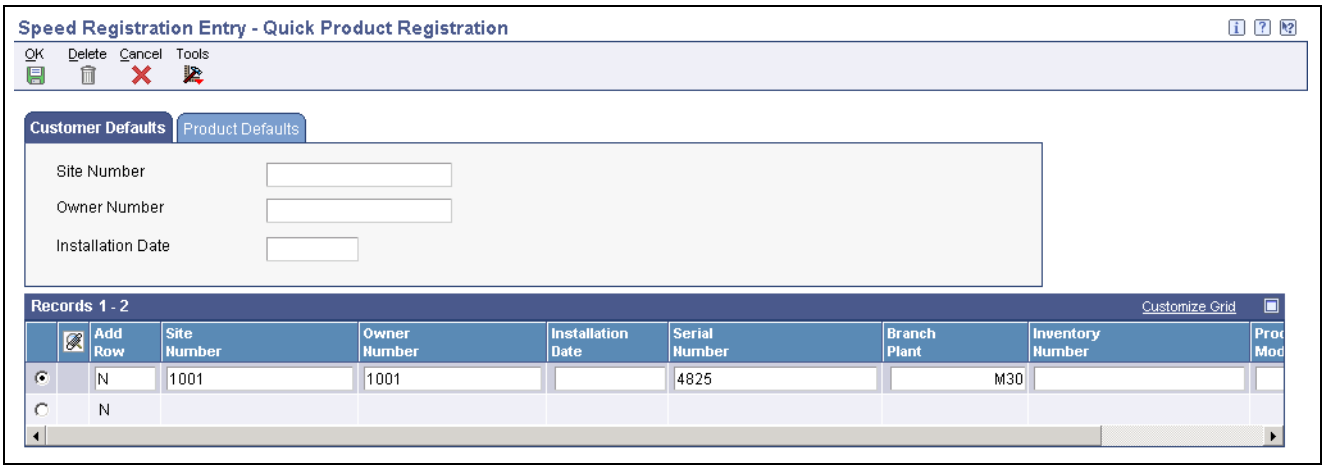
3. Hide Assessor Specify whether the system hides the Assessor field. Values are:

Blank: Do not hide Assessor field

1: Hide Assessor field

Entering Product Speed Registration

Access the Quick Product Registration form.



Quick Product Registration form

Working with the Equipment Master Update Program

This section provides overviews of equipment master updates, the Equipment Master Update Program and the Equipment Master Global Update program, and discusses how to:

- Run the Equipment Master Update program.
- Set processing options for the Equipment Master Update Program (R17024).
- Run the Equipment Master Global Update program.
- Set processing options for the Equipment Master Global Update Program (P17022).

Understanding Equipment Master Updates

You use equipment records to create and track the current and historical information for every product or piece of equipment that you sell. Using the manufacturing and distribution systems, you can track items from raw materials through the manufacturing and distribution cycle to finished goods, using key features such as lot processing, serial number tracking, parts list, and purchase orders and receipts.

With Service Management, you can continue to track those items after the item has been shipped to the customer and the sales order is complete. For example, if you use features such as lot processing and serial number tracking, you enter lot and serial number information -- such as the parts list, work orders, purchase order receipts and sales orders -- at various points of the manufacturing and distribution cycle. The system captures the information when you create an equipment record.

When you run the Equipment Master Update, the system creates multiple equipment records from sales orders for serialized items (basic and advanced) and non-serialized items. The system retains sales, purchasing, and manufacturing information for each record. You can access that historical data to guarantee parts and maintenance service.

Equipment Records for Serialized and Non-Serialized Items

You can create equipment records for each item that you sell after shipment confirmation, based on lot and serial number information in the Item Branch File table (F4102).

When you enter item information in the Item/Branch Plant Info form (W41026A), you must identify the requirement for serial numbers, in the following fields:

- Serial Number Required
- Lot Process Type

You can define the serial number information in the Item Branch File table to indicate whether the item is a serialized item or a non-serialized item in the Service Management system.

Serialized Items

During the manufacturing, procurement, and sales order entry cycles, you might be required to enter serial number information that is based on the item information. After you confirm the shipment of the item and send it to your customer, you can continue to use the serial numbers to create equipment records in the Service Management system for warranty and service information.

Basic Serial Number Processing

If you do not require a serial number for your items, but you want to assign serial numbers for product tracking, customer service, or new product promotions, you can use the features of basic serial number processing. Items with assigned basic serial numbers have the following item information assigned in the Item Branch File table (F4102):

- Serial Number Required: Y
- Lot Process Type: Blank

  When you leave this option blank, you can manually assign serial numbers to the item, but the serial number is not required. Additionally, you can assign a serial number to items, regardless of the quantity.

The system stores basic serial numbers in the Basic Serial Numbers table (F4220).

Advanced Serial Number Processing

During the manufacturing, procurement, and sales order entry cycle, you might be required to enter serial number information, according to item specifications. You can use advanced serial number processing to track items through multiple processes. The system stores advanced serial numbers in the Sales Order Detail table (F4211) and other tables, such as Lot Master (F4108) and Work Order Master File (F4801).

Items that follow advanced serial number processing are identified by the Serial Number Required: *N* value that is assigned in the Item Branch File table (F4102).

For advanced serial number processing, the system does not use this field. To specify serial number requirements, you must use the lot process type.

For the lot process type, choose one of the following:

Lot Process Type	Description
4	If you specify 4, serial numbers are optional except at shipment confirmation. You can assign a serial number for quantities that are greater than one.
5	If you specify 5, serial numbers are required. The system assigns the serial number, using the system date (YYMMDD) format. Quantities must not exceed one.
6	If you specify 6, serial numbers are required. The system assigns the serial numbers in ascending order using Next Numbers. Quantities must not exceed one.
7	If you specify 7, serial numbers are required. You must manually assign the serial numbers. Quantities must not exceed one.

Note. When advanced serial numbers are required, you must specify a value in the Shelf Life Days field for the system to calculate expiration dates. If you do not enter a value for the shelf life days, the system prompts you to enter an expiration date at every point that serial number verification or entry is performed.

Non-Serialized Items

If you do not require a serial number for your items, you can still create equipment records to use for product tracking, customer service, or new product promotions. Non-serialized items have the following item information assigned in the Item Branch File table (F4102):

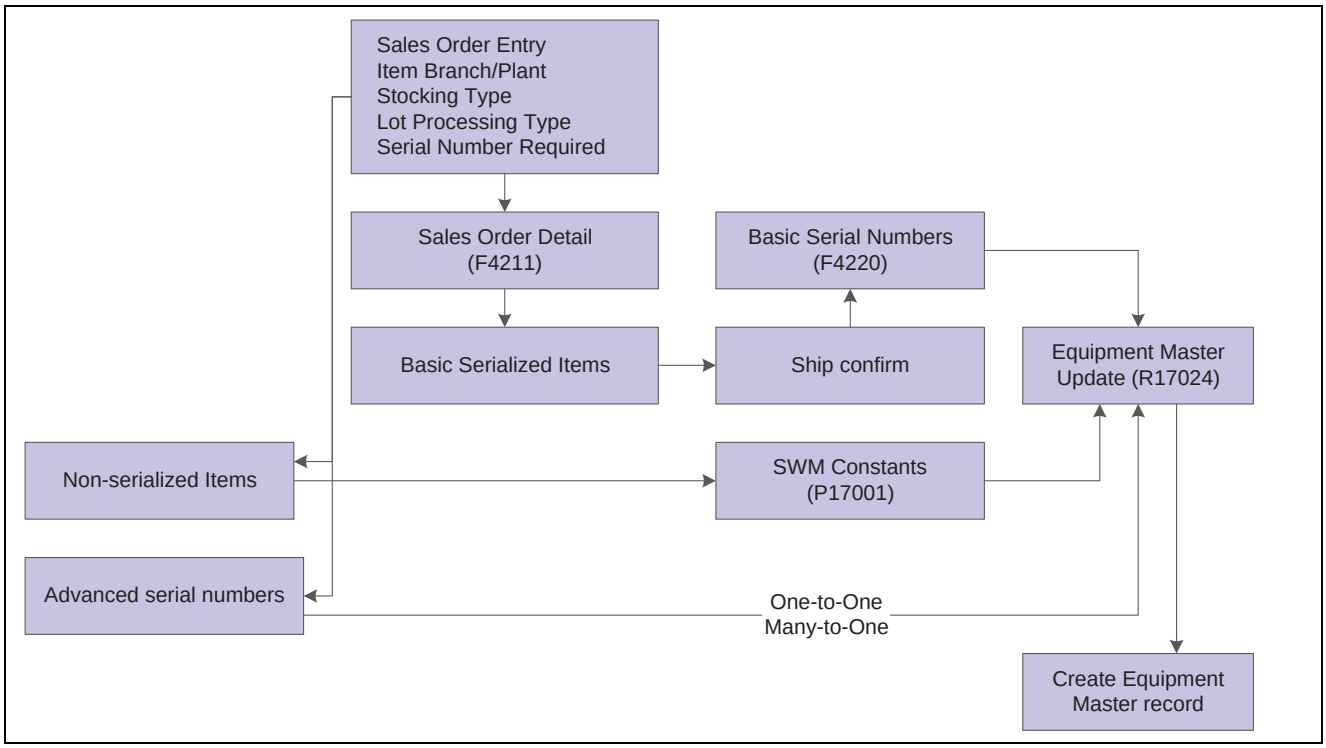
- Serial Number Required: 6. Use the Serial Number Required field on the Item Branch Plant form to indicate that this item is a non-serialized item in the Service Management system.
- Lot Process Type: Blank.

When you create an equipment record for non-serialized items, you can create a record for each single unit in the order detail line or one equipment record for the entire quantity. For example, a sales order detail line exists for 50 bicycles. You can create 50 equipment records for this order detail line, one equipment record for each bicycle, or a single equipment record for the order detail line.

When you run the Equipment Master Update program (R17024), the system first verifies your serial number requirements, and then checks the Equipment Master option for Non-Serialized Items on the Equipment Master tab in the SWM Constants:

- If you click the option Create One-to-One, the system creates an equipment record for each single unit of the order detail line.
- If you click the option Create Many-to-One, the system creates a single equipment record for the item, regardless of the quantity.

The following graphic illustrates the Equipment Master Update process.



The Equipment Master Update process

Understanding the Equipment Master Update Program

You can automatically update your equipment records directly from sales orders. When you run the Equipment Master Update program (R17024), the system creates equipment records for all your products, based on the Serial Number Required, Lot Processing Type, and Create Equipment Master Record fields for each item.

During the update, the system creates entries in the following tables:

- Asset Master table (F1201).
- Equipment Master Extension table (F1217).
- Equipment Master Location History (F1731).
- Status History (F1307).
- Parent History (F1212).

Depending on how you have set up your processing options and whether you are creating a base warranty, the system also creates records in the Contract Detail table (F1721).

When you run the update, the system creates an equipment record for order detail lines, based on the serial number requirements and lot process type. Additionally, the system retains pertinent manufacturing or purchase order information, based on the item stocking type. In this way, you can access historical data for customer service.

For manufactured items, the system retrieves manufacturing information from the following tables:

- Lot Master (F4108)
- Item Branch File (F4102)
- Item Ledger File (F4111)

The system identifies manufactured goods in the Item Branch File form to be those items with a stocking type code that has M in the Description 2 field of the user defined code table (41/I).

- Work Order Master File (F4801)
- ECO Parts List Detail (F3013)

For purchased goods, including raw materials, the system retrieves purchasing information from the following tables:

- Purchase Order Detail File (F4311)
- Lot Master (F4108)
- Item Branch File (F4102)

  The system identifies purchased goods in the Item Branch File form to be those items with a stocking type code that has P in the Description 2 field of the user defined code table (41/I).
- Item Ledger File (F4111)

Understanding the Equipment Master Global Update Program

To make changes to multiple equipment records at one time, you can use the Equipment Master Global Update program (P17022). For example, you might use this program to update your equipment records when you ship multiple items to one location A; and four months later, all of the items are transferred to location B, which is another company branch or location. When the records were initially entered, the items reflected location A as the site of the equipment. Because the equipment was transferred to location B, you need to update the information with the new site number to indicate that location B is the location of the equipment.

Prerequisite

Set up equipment constants.

Forms Used to Work with Equipment Master Update Program

Form Name	Form ID	Navigation	Usage
Available Versions	W98305WA	Daily Equipment Master Processing menu (G1711), Equipment Master Update. Select the version and run the update.	Run the Equipment Master update for multiple records.
Equipment Master Global Update	W17022A	Periodic Equipment Master Processing menu (G1721), Equipment Master Global Update. Select any of the tabs.	Run the Equipment Master global update for multiple records

Running the Equipment Master Update Program

To run the Equipment Master Update program, access the Daily Equipment Master Processing menu (G1711), Equipment Master Update.

Setting Processing Options for the Equipment Master Update Program (R17024)

Use these processing options to supply the default values for the Equipment Master Update Program.

Process

These processing options define the processing that the system performs for this version of Equipment Master Update. You can choose whether the system generates a base warranty and whether base warranty information is required. Additionally, you can choose whether to create mailing data.

1. Generate Base Warranty Specify whether you want to generate a base warranty. Values are:

Blank: Do not generate base warranty.

1: Generate base warranty.

2. Require Base Warranty Specify whether the system requires base warranty defaults before adding an equipment record. Values are:

Blank: Do not require base warranty defaults.

1: Require base warranty defaults.

3. Create Mailing Data Specify whether the system creates mailing data when you create a new equipment record. Values are:

Blank: Do not create mailing data for a new equipment record.

1: Create mailing data for a new equipment record.

During sales order entry, you might ship a product to an address that is different from the address that exists in the system. When you create an equipment record and you set this processing option, the system does the following:

- Verifies the sales order number for the equipment record
- Verifies the address information in the Order Address Information table (F4006), if a sales order number exists
- Creates mailing data for this equipment record, if an address record exists
- Retrieves mailing information from the Address Book, if an address record does not exist or a sales order number does not exist

4. Print Detail Lines Specify how the system prints detail lines on the report. Values are:

Blank: Do not print detail lines.

1: Print detail lines only when an error occurs.

2: Print all detail lines.

5. Create Serialized Components Specify whether the system creates equipment master records for a whole good that is defined on a sales order and the serialized components that comprise the whole good. Values are:

Blank: Do not create equipment master records for serialized components.

1: Create equipment master records for serialized components. The system creates a parent/child relationship between the equipment master record for the whole good and the records for the serialized components. The whole good and components must use advanced serial number processing.

6. Print Serialized Component Detail Lines

Specify how the system prints detail lines for serialized components on the Equipment Master Update report (R17024). Values are:

Blank: Do not print detail lines for serialized components.

1: Print detail lines for serialized components only when an error occurs.

2: Print all detail lines for serialized components.

7. Assessor Default

Specify whether the system assigns the default value for the assessor. Values are:

Blank: Assign the assessor.

1: Do not assign the assessor.

Defaults

These processing options define the defaults that the system uses when you update the Equipment Master. The defaults for Equipment Master Update program are used for journal entries. When you create an equipment record for Service Management, the system uses the company, business unit, and asset cost account information and creates entries in the Asset Master File table (F1201).

1. Company

Specify the company that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

2. Business Unit

Specify the business unit that is responsible for the equipment costs. The system uses this value when validating the depreciation defaults for the asset cost account.

3. Asset Cost Account - Business Unit

Specify the business unit component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

4. Asset Cost Account - Object

Specify the object component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

5. Asset Cost Account - Subsidiary

Specify the subsidiary component of the asset cost account that the system uses for tracking equipment costs. The system uses the asset cost account to determine which depreciation default accounts to validate.

6. Equipment Status

Specify the initial status that the system assigns to the equipment record. Enter a value from UDC 12/ES.

Specify the status value that is used to update the sales order detail line with its next status. After the detail line has been successfully processed, the system updates the status codes on the sales order detail line. The Status Code - Last field is updated with the previous value for the Status Code - Next, and the Status Code - Next is updated with the value from this processing option. You must specify a user defined code (40/AT) that has been set up in the Order Activity Rules based on the order type and the line type that you are using.

8. Beginning Registration Status

Specify the initial registration status that the system assigns to the equipment record. Enter a value from UDC 17/RS.

9. Allow Work Order

Specify a default value for the Allow Work Order field when adding an Equipment Master record. Values are:

Blank: Do not allow work order entry.

1 or *Y:* Allow work order entry.

10. Location Default Specify whether the system derives the equipment location from the responsible business unit. Values are:

Blank: Do not use the location that appears in the responsible business unit.

1: Use the location that appears in the responsible business unit.

11. Location Start Effective Date Specify the effective start date for the equipment location. Values are:

Blank: Use the system date as the effective start date.

1: Use the acquired date as the effective start date. If you choose this value, the system date in the asset master record must be blank.

Versions

These processing options define the versions that the system uses when creating equipment records using this version of Equipment Master Update - Unified. If you choose to generate contracts when you create equipment records, the system uses the processing options from this version to identify contract information.

1. Equipment Master Revisions (P1702) Specify the version of the Equipment Master Revisions program (P1702). The system uses the processing options from this version, such as serial number requirements and base warranty defaults requirements, when creating equipment master records. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Work With Contracts (P1720) Specify the version of the Work With Contracts program (P1720). If you choose to generate contracts when you create equipment master records, the system uses the processing options from this version to identify the contract document type and the version information for the Contract Revisions program (P1721) and the Print Contracts program (R1733). If you leave this processing option blank, the system uses the ZJDE0001 version.

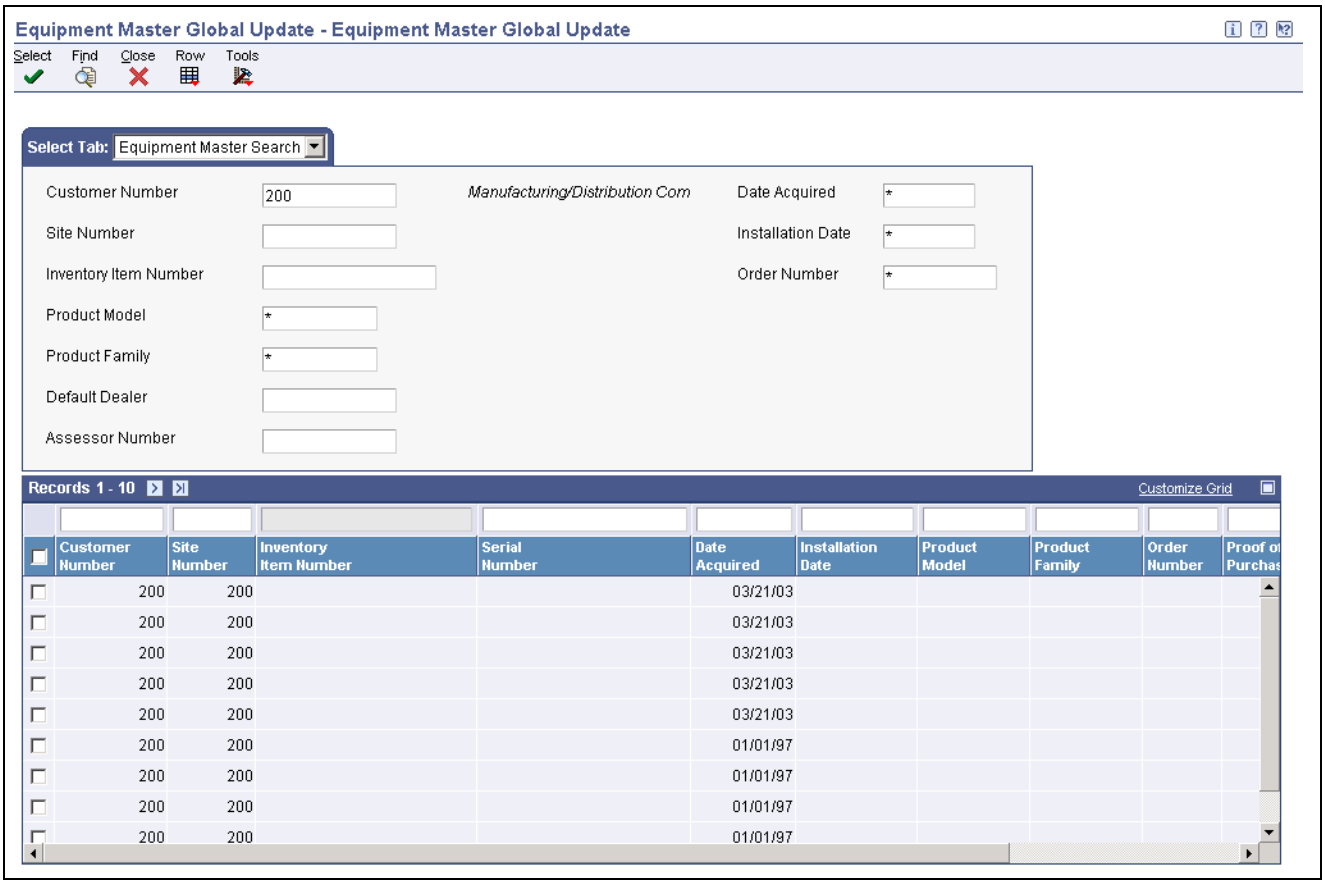
Select

This processing option indicates which records the system selects when creating equipment records.

1. Country Select sales order detail lines for customers in this country. The Country code is a user defined code (00/CN). If you leave this field blank, no additional data selection is performed. If a valid value is entered, the system only selects sales order detail lines for customers in this country.

Running the Equipment Master Update for Multiple Records Program

Access the Equipment Master Global Update form.



Equipment Master Global Update form

To update the Equipment Master for multiple records:

1. Choose all the records that you are changing.
2. From the Row menu, choose Update.

   The system processes the changes and displays the updated information.

Update Children An option that specifies the type of processing for an event.

Setting Processing Options for the Equipment Master Global Update Program (P17022)

Use these processing options to supply the default values for the Equipment Master Global Update Program.

Defaults

This processing option specifies the start date for base warranty contracts.

Base Warranty Contract Start Date Specify which date the system uses as the start date for the base warranty contract. Values are:

Blank: Use the installation date as the start date.

1: Use the acquired date as the start date.

Versions

This processing option specifies the version of the program.

1. Equipment Master Revisions (P1702) Specify the version of the Equipment Master Revisions program (P1702) that you want to use. If you leave this processing option blank, the system uses the *ZJDE0001* version.

Creating Base Warranty Contracts

This section provides an overview of base warranty contracts and discusses how to create them for Service Management.

Understanding Base Warranty Contracts

When you create equipment records, you can set the processing options for Equipment Master Revisions (P1702) so that the system generates base warranty contracts when you add equipment. However, if the system does not generate base warranty contracts at the time that an equipment record is created, you can create a base warranty contract after you create an equipment record.

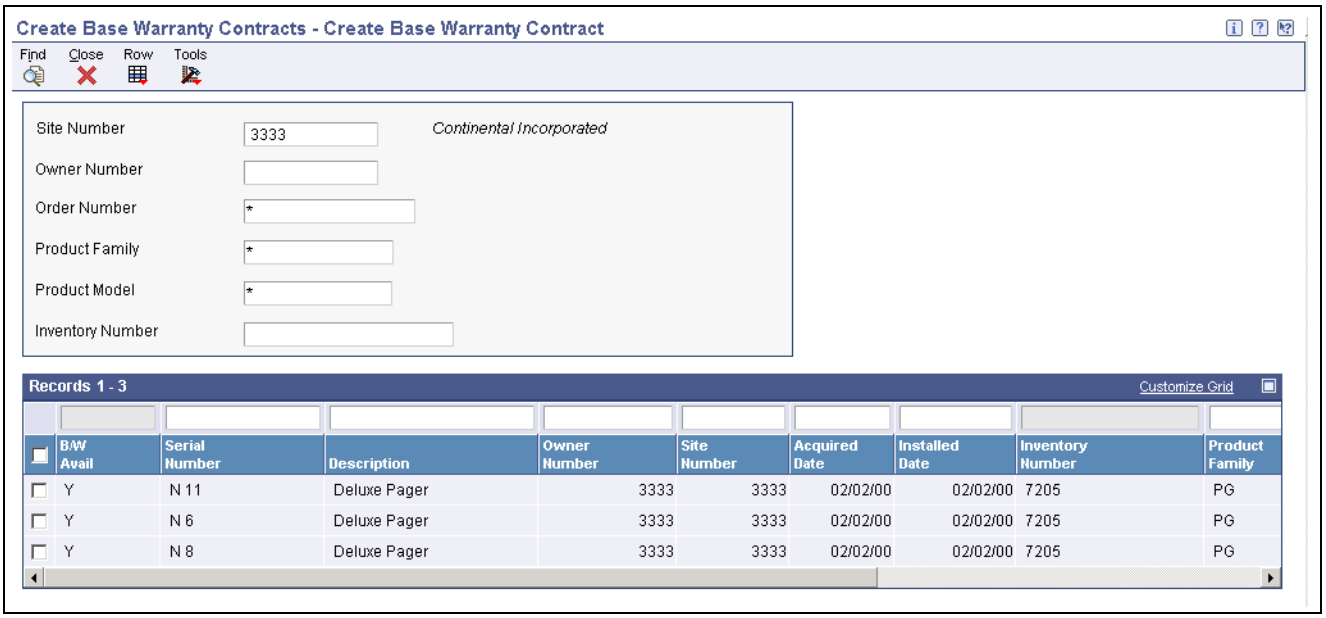
With Create Base Warranty Contracts (P17212), you can inquire on all equipment records that do not have base warranty contracts in the Contract Detail table (F1721).

Form Used to Create Base Warranty Contracts for Service Management

Form Name	Form ID	Navigation	Usage
Create Base Warranty Contract	W17212A	Periodic Equipment Master Processing menu (G1721), Create Base Warranty Contracts.	Create base warranty contracts.

Creating Base Warranty Contracts for Service Management

Access the Create Base Warranty Contract form.



Create Base Warranty Contract form

To create base warranty contracts for Service Management:

1. Complete the search criteria and click Find to inquire on all equipment records that do not have base warranty contracts.

   The B/W Avail field identifies whether base warranty default information exists in the Base Warranty Defaults table (F17111).

   Note. You can only create contracts if base warranty default information exists for the equipment. The B/W Avail field must display a *Y*.

2. Select one or more rows.
3. From the Row menu, choose Create B/W Contract.

   The system creates a base warranty contract in the Contract Detail table (F1721).

Working With Parent and Component Information

This section provides an overview of parent and component information and discusses how to:

- Review and revise parent information.
- Review current equipment components.
- Set processing options for the Equipment Master Parent/Child Program (P12017).

Understanding Parent and Component Information

You can establish a hierarchy of parent and component relationships among the equipment in your Equipment Master. You can track up to 25 levels of component relationships for a particular piece of equipment. After you establish such a hierarchy, you can do the following:

- Report on equipment costs and activity at the parent or component level.
- Track all components that have been assigned to a parent, or the parents to which a specific component has been assigned.

Parent Information

If you track parent information for equipment components, you can easily review and revise parent information when component equipment moves from one parent to another. For example, assume that you warranty a drive train component for a parent piece of equipment. If the drive train component is exchanged for warranty service, you can indicate a new parent for the subsequently repaired drive train.

When you initially inquire on a parent piece of equipment, the system shows all of the parents to which a component has been assigned. You can toggle the view format to review a history of other components that have been assigned to the parent upon which you inquired. If the history records are extensive, you can limit the information that appears according to specific dates.

After you review parent information for a component, you can access Asset Master Revisions to indicate a new parent for a component piece of equipment.

Current Equipment Components

You can display up to 25 levels of component information for a selected piece of equipment. This information is particularly useful to track equipment for complex equipment assemblies such as a bridge crane. The system displays the components of a piece of equipment in a tree structure. You can expand the tree to reveal lower-level components and choose a component to review.

For example, after you choose a component, you can access the following forms:

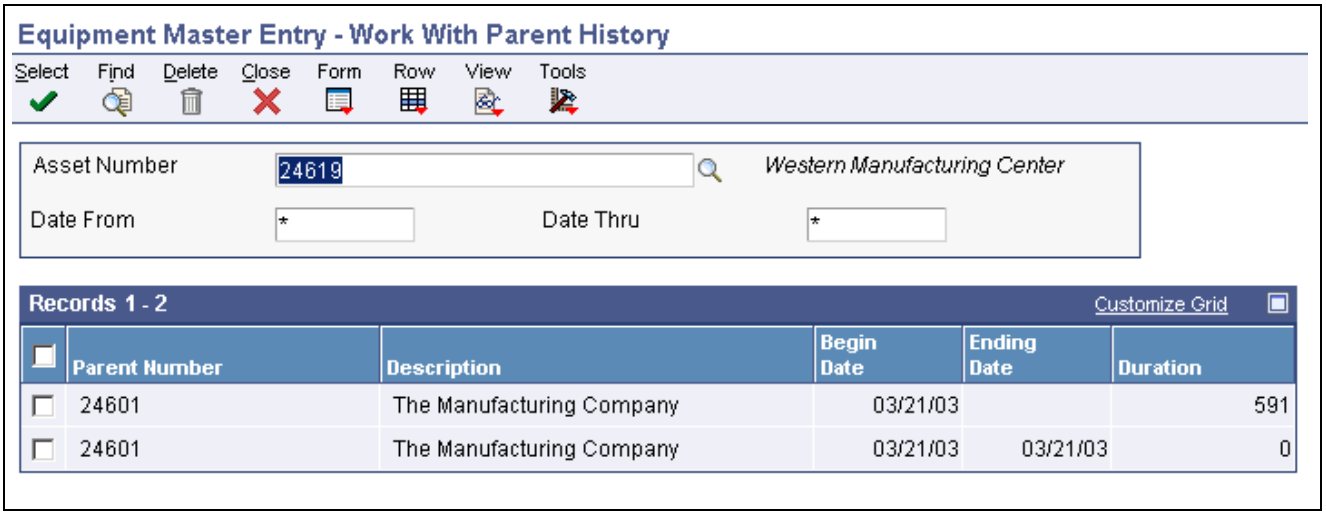
Form	Description
Equipment Master Revisions	You can revise information for the selected component, including its parent.
Work With Cost Summary	You can review costs that are associated with the selected component either by cost account or repair code.
Work With Work Orders	You can review all of the work orders that are associated with the selected component.

Forms Used to Work with Parent and Component Information

Form Name	Form ID	Navigation	Usage
Work With Parent History	W12212H	Daily Equipment Master Processing menu (G1711), Equipment Master Entry. On Work With Equipment Master, select an equipment record and select Equipment Master and then Parent History.	Review and revise parent information.
Asset Master Revisions	W1201G	On Work With Parent History, select the record and then select Asset Master from the Row menu.	Revise parent information.
Parent Change Date	W1201I	On Asset Master Revisions, enter the new parent number and click OK.	Enter the date that the asset changed parents.
Parent/Child Browse	W12017A	Daily Equipment Master Processing menu (G1711), Equipment Parent/Child.	Review current equipment components.

Reviewing and Revising Parent Information

Access the Work With Parent History form.



Work With Parent History form

To review and revise parent information:

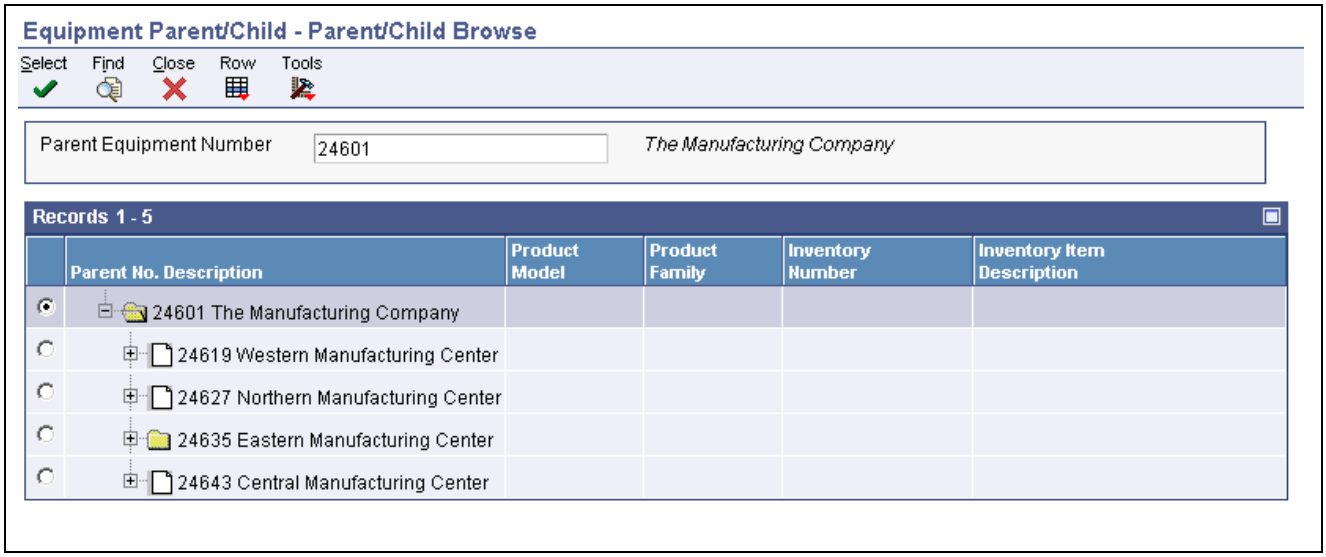
1. On Work With Parent History, choose either Parent Format or Component Format from the View menu.
2. Complete the following optional fields to limit the information that appears and click Find:
   - Date From
   - Date Thru

3. To revise the parent information for a component, choose the component record, and then choose Asset Master from the Row menu.
4. On Asset Master Revisions, complete the Parent Number field with the new parent number and then click OK.
5. On Parent Change Date, complete the Effective Date field and click OK.
6. To review your changes, click Find.

Parent Number Enter a number that identifies the immediate parent asset in a parent/component relationship. For example, a car phone and radar detector are components that belong to a car. If you leave this field blank, the system uses the asset's primary identification number. If you change the parent number, the system displays a window so you can enter the date on which you assigned the asset a new parent.

Reviewing Current Equipment Components

Access the Parent/Child Browse form.



Parent/Child Browse form

To review current equipment components:

1. On Parent/Child Browse, complete the Parent Equipment Number field and click Find.

   The system displays the parent piece of equipment.
2. To expand the tree and view all of the parent's next-level components, click the plus (+) sign.

   The tree expands to reveal the next level of the parent/component hierarchy. You can continue to expand the tree for each component that also serves as a parent of other components.

Setting Processing Options for the Equipment Master Parent/Child Program (P12017)

Use these processing options to supply the default values for processing for the Equipment Master Parent/Child Program.

Versions

These processing options specify the versions of programs to launch from the Equipment Master Parent/Child Program.

1. Equipment Master (P1702) Version	Specify the version of the Equipment Master Revisions program (P1702) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 form.
2. Backlog Management (P48201) Version	Specify the version of Backlog Management (P48201) the system uses. If you leave this processing option blank, the system uses the default version (ZJDE0001).

Working with Status History

This section provides an overview of status history and discusses how to:

- Review status history.
- Track mean time between failures for equipment.
- Set processing options for status history.

Understanding Status History

You can review the history of an equipment record or work order by the statuses that have been assigned to it, such as available, down, working, and standby. This information is especially useful to maintain an audit history of operational statuses and to determine the amount of time that equipment has been idle due to downtime. You can also review status history for equipment registration.

When you access Work With Status History, in addition to the statuses that have been assigned to an equipment record, you can also review:

- The ending time (if applicable) and beginning time for each status, as well as the associated dates.
- The total hours that are associated with each occurrence of a particular status.
- The lifetime meter reading at the time of the status change for any of the statistical accounts that you have defined, such as hours, fuel, or miles.
- The cumulative hours for all occurrences of a particular status over the life of the equipment.
- Remarks that were entered when you changed the status of the equipment.

From Work with Status History, you can access Downtime Analysis, from which you can determine the mean or average time between product failures. This information is especially useful when comparing actual product downtime with warranty expectations.

Processing options allow you to revise existing remarks for any status change, enter a new remark, or protect the remarks field from future revisions.

When you track the mean time between failures for equipment, the system calculates the total time that the equipment is operational.

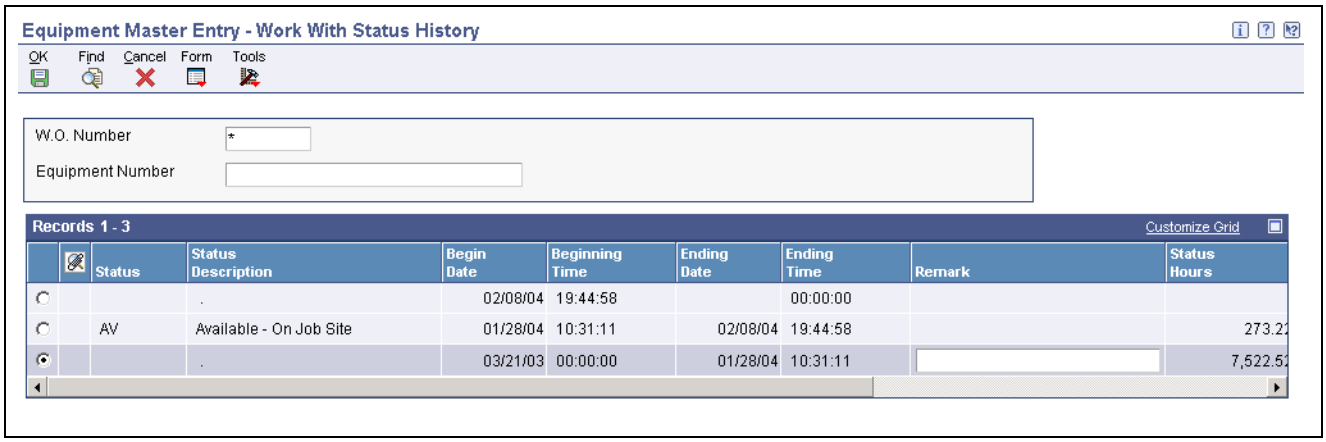
Note. You can access Status History from either equipment records or work orders.

Forms Used to Work with Status History

Form Name	Form ID	Navigation	Usage
Work with Equipment Master	W1701A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry.	Locate equipment records.
Work With Status History	W1307A	On Work with Equipment Master, select a record. From the Row menu, select Costing/Analysis and then select Status History.	Review status history.
Downtime Analysis	W1307B	On Work With Status History, select Analysis from the Form menu.	Track mean time between failures for equipment.

Reviewing Status History

Access the Work With Status History form.



Work With Status History form

On Work with Status History, complete the Equipment Number field and click Find.

You might enter the serial number or item number in the Equipment Number field, based on the equipment constants.

A complete history of every status assigned to the equipment record appears.

Tracking Mean Time Between Failures For Equipment

Access the Downtime Analysis form.

The system displays the mean time between failures.

Equipment Downtime Status Displays a user defined code (12/ES) that identifies the equipment or disposal status of an asset, such as available, down, or disposed.

Setting Processing Options for the Status History Program (P1307)

Use these processing options to supply the default values for the Status History Program.

Process

These processing options specify remarks and calendar options.

1. Remarks Specify whether the system protects the remarks field. Values are:

Blank: Allow modifications to the remarks field.

1: Protect the remarks field regardless of whether it contains text.

2: Protect the remarks field only if it contains text.

2. Work Day Calendar Specify the work day calendar that the system uses to calculate the number of days for equipment analysis.

Defaults

These processing options specify defaults for dates and downtime status.

1. Starting Effective Date Specify the starting date that the system uses for the for downtime analysis in Status History program (P1307). The system uses this date when calculating the mean time between failures. Values are:

Blank: Use the acquired date from the equipment master.

1: Use the installation date from the equipment master.

Note. If you choose *1*, but the installation date is blank, the system uses the acquired date.

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2. Equipment Downtime Status Specify the equipment status (UDC 12/ES) that you want to use to indicate a downtime status in the Status History program (P1307). The system uses this status when determining the mean time between failures. If you leave this processing option blank, the system uses the current status from the equipment master.

Versions

These processing options specify the programs to launch from the Status History Program.

1. Work Order Revisions (P17714) Version Specify the version that the system uses for the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0003 version.

2. Equipment Master (P1702) Version Specify the version that the system uses for the Equipment Master Revisions program (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

Scheduling Maintenance for Installed Equipment

This section provides an overview of maintenance and discusses how to:

- Schedule maintenance for installed equipment.
- Reviewing the customer reference report.

Understanding Maintenance for Installed Equipment

You can use the Preventive Maintenance features in the Plant and Equipment Management module to create preventive maintenance (PM) schedules and to schedule maintenance for your installed product. For example, you can use PM schedules to schedule warranty service and routine maintenance tasks for each piece of equipment in your Equipment Master. You can access the features that are necessary to create and track PM schedules directly from the Equipment Master Revisions form or from the Work With Equipment Master form.

PM schedules allow you to define the type and frequency of each maintenance task for each product in your Equipment Master. The preventive maintenance cycle refers to the sequence of events that make up a maintenance task from its definition to its completion. Since most preventive maintenance tasks are commonly performed at service intervals -- such as dates, miles, or cycles -- the parts of the preventive maintenance cycle repeat, based on these intervals. In addition, PM schedules provide information about the last time when each maintenance task was performed.

For any maintenance task that you assign to a piece of equipment, you can attach a model work order to the PM schedule. The model work order provides standard instructions (routing instructions) and the parts list that is necessary to complete the maintenance task.

Preventive Maintenance

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Linking Service Types

For each piece of equipment in your Equipment Master, you can link several related service types to a primary service type. When the primary service type is scheduled to be performed, the system checks to see if any linked service types are near the threshold percentage for maintenance. You define the threshold percentage, such as 90 percent. If so, the applicable linked service types will be scheduled along with the primary service types. Linking service types reduces equipment downtime and the possibility of performing unnecessary maintenance.

Understanding the Customer Reference Report

You can print and review a report that lists all of the equipment that you have installed at a customer's site or sites. In addition, the report provides mailing support for manufacturers in the event of product recalls or retrofit campaigns.

You use data selections such as state, model, and user defined codes to specify the information that you want to retrieve and print.

The system draws information for this report from the following tables:

- Asset Master File (F1201)
- Equipment Master Extension (F1217)
- Address Book Master (F0101)

Prerequisites

Before you complete the tasks in this section:

- Set up the following user defined codes:
  - Preventive maintenance service types (12/ST)
  - Preventive maintenance status (12/MS)
- Set up standard procedures for preventive maintenance.
- Set up maintenance rules.

Forms Used to Schedule Maintenance for Installed Equipment

Form Name	Form ID	Navigation	Usage
Work With Equipment PM Schedule	W1207A	Daily Equipment Master Processing menu (G1711), Equipment Master Entry. On Work with Equipment Master, select the record for which you want to schedule maintenance. From the Row menu, select Equipment Master and then select PM Schedules.	Find maintenance tasks for equipment records.
Equipment PM Schedule	W1207B	On Work With Equipment PM Schedule, click Find to display all of the maintenance tasks that have been defined for the equipment. To schedule maintenance for a new task, click Add.	Schedule maintenance for installed equipment.
PM Classification	W1207F	On Equipment PM Schedule, select PM Classification from the Form menu.	Classify maintenance information, such as priority and downtime.
Available Versions	W98305WA	Equipment Master Processing menu (G1711), Customer Reference Report	Review the Customer Reference report.

Scheduling Maintenance for Installed Equipment

Access the Equipment PM Schedule form.

Service Type Enter a user defined code (12/ST) that describes the preventive maintenance service to be performed. Examples of codes include CLUTCH for adjust clutch, OIL for change oil, and 10H for 10 hour service.

Equipment PM Schedule form: Schedule Interval region

You can enter a service interval based on days and schedule date. If you entered a value in the Frequency Indicator field, you cannot enter a service interval based on days.

You can enter service types for unscheduled maintenance that do not have schedule dates or intervals associated with them. Service types for unscheduled maintenance tasks must, however, include a model work order number.

Hours For each service type for which you did not enter a schedule date, enter the hours to be expended before you schedule maintenance. To determine if maintenance is due, the Update PM Schedule Status program uses this quantity and the threshold percent from the maintenance rules table. It calculates the total hours as the service hours plus the hours run as of the last date you performed a maintenance. It then compares this amount to the actual

hours from the AA ledger for the AT00 automatic accounting instruction to determine if maintenance is due.

Note. Hours is only an example of a statistical unit. You can define other statistical units appropriate to your organization within the AT00 automatic accounting instructions.

Miles

For each service type for which you did not enter a schedule date, enter the number of miles to be expended before you schedule maintenance. To determine if maintenance is due, the Update PM Schedule Status program (R12807) uses this quantity and the threshold percent from the Maintenance Rules table (F1393). For example, it calculates the total miles as the service miles plus the miles operated as of the last date you performed maintenance. It then compares this amount to the actual miles from the AA ledger for the FMB automatic accounting instructions to determine if maintenance is due.

Note. You can define other statistical units appropriate to your organization within the FMB automatic accounting instructions.

Fuel

For each service type for which you did not enter a schedule date, enter the amount of fuel to be consumed before you schedule maintenance. To determine if maintenance is due, the Update PM Schedule Status program (R12807) uses this quantity and the threshold percent from the Maintenance Rules table (F1393). For example, it calculates the total fuel as the service fuel plus the fuel consumed as of the last date you performed a maintenance. It then compares this quantity to the actual fuel consumed from the AA ledger for the FMA automatic accounting instruction to determine if maintenance is due.

Note. You can define other statistical units appropriate to your organization within the FMA automatic accounting instructions.

Days

For each service type for which you did not enter a schedule date, enter the number of days to elapse before you schedule maintenance.

You can enter a service interval based on service days and schedule date. If you enter both service days and a schedule date, the system schedules the maintenance to come due based on the schedule date.

The system calculates subsequent schedule dates for maintenance based on the last completed date, in conjunction with the service days interval.

Schedule Date

For each service type, enter the date that you want to receive a reminder message about an asset.

This is the future date on which the scheduled maintenance is due. You can enter a service interval based on the schedule date and service days. If you enter both a schedule date and service days, the system schedules the maintenance to come due, based on the schedule date that you indicate.

Subsequent schedule dates for maintenance are calculated, based on the last completed date, in conjunction with the service days interval.

Frequency Indicator

For each service type, enter the Frequency Indicator for each service type. When used in conjunction with Schedule Date, this field indicates the frequency at which the system schedules maintenance. When maintenance is

completed, the system automatically schedules the next maintenance according to the value that you enter in this field. Values are:

Blank: No frequency indicator

1: Same date each month

2: Last date each month

3: Same date each quarter

4: Same date each year

5: Same day each week

6: Semi-annually (same date at six month intervals)

Multiple W.O. Code For each service type, enter a code, which determines whether maintenance service types can be rescheduled and can come due again before the maintenance task for the originally scheduled service type has been completed. Values are:

Blank: One Cycle (default). Maintenance is not rescheduled until the original maintenance task has been completed.

1: Multiple Cycle with Multiple Work Orders. When the service type has come due, it is automatically rescheduled to come due again regardless if the original maintenance is completed. Multiple work orders can accrue.

2: Multiple Cycle. When the service type has come due, it is automatically rescheduled to come due again regardless if the original maintenance is completed. Only one work order can accrue.

3: Maintenance Loop. The Update PM Schedule program assigns the Maintenance Loop code to PM schedules generated through maintenance loops. These PM schedules are not repeated in the PM cycle. Maintenance tasks for all equipment indicated in the maintenance loop are performed under a single work order.

4: Warranty. A code that indicates that the equipment is under warranty. The system provides a warning on the Work Order Inventory Issues form and the Purchase Request form (when accessed from the Work Order Parts List).

When a PM that includes warranty service types is completed, the system includes the warranty service in the PM history record, but does not reschedule the warranty service types.

Equipment PM Schedule form: Condition Based Maintenance region

Alert Level Displays the maintenance alert level if you are using Condition-Based Maintenance.

Equipment PM Schedule form: Last Completed region

If the maintenance task for the piece of equipment has been performed but this is the first preventive maintenance to be applied to the equipment, complete the following fields.

Hours Enter the number of hours at last maintenance.

Miles Enter the number of miles at last maintenance.

Fuel Enter the amount of fuel consumed at last maintenance.

Date Enter the date of last maintenance.

Equipment PM Schedule form: PM Generation and Planning region

Model WO If you use model work orders, enter a number that identifies an original document. This document can be a voucher, a sales order, an invoice, unapplied cash, a journal entry, and so on.

If you enter a value in the Procedure field and a model work order number, the system displays a warning message indicating that the work order might have its own procedure that could conflict with the procedure that you entered.

Procedure Specify a code for a labor procedure. Enter a value from UDC 48/SN.

Occurrences Enter the estimated number of occurrences per year for the service type. The PM Projections program uses information from this field, in combination with the last completed date, to project future schedule requirements.

You can use processing options to automatically calculate the estimated occurrences, based on one of the following:

- One year of PM history
- Two years of PM history
- Inception-to-date PM history

If you use processing options to calculate the estimated occurrences, you cannot manually update this field.

PM Classification form

After you complete the applicable fields on the Equipment PM Schedule form, click OK to add the record. Then clickCancel.

On Work With Equipment PM Schedule, click Find to display the record for the PM schedule that you created. Select the record for the PM schedule that you created and click Select.

On Equipment PM Schedule, select PM Classification from the Form menu.

On PM Classification, complete the following optional fields and then click OK.

Maintenance Priority Enter a code to indicate the relative priority of this maintenance in relation to all other maintenance.

Downtime Enter the estimated duration of downtime for the piece of equipment in order to do the maintenance.

Business Unit Enter the planning group (business unit) normally associated with the service type.

PM Cat. Code 1 Enter a value from UDC 13/P1 to classify PM schedules.

Setting Processing Options for the Equipment PM Schedule Program (P1207)

Use these processing options to supply default values for the Equipment PM Schedule Program.

Default

This processing option specifies how the system calculates estimated occurrences.

1. Calculate Estimated Occurrences Specify the time period that the system uses to calculate the estimated occurrences of preventive maintenance. Values are:

Blank: Do not calculate estimated occurrences.

1: Calculate estimated occurrences based on one year of preventive maintenance history.

2: Calculate estimated occurrences based on two years of preventive maintenance history.

3: Calculate estimated occurrences based on preventive maintenance history from inception to the current date.

Versions

This processing option specifies the version of the Work Order Revisions program.

1. Work Order (P17714) Version Specify the version that the system uses for the Work Order Revisions program (P17714). If you leave this processing option blank, the system uses the ZJDE0003 version.

Reviewing the Customer Reference Report

To run the Customer Reference Report, access the Daily Equipment Master Processing menu, (G1711), Customer Reference Report.

CHAPTER 5

Managing Contracts

This chapter provides an overview of contracts and discusses how to:

- Set up contracts.
- Manage contracts.
- Bill for contracts.
- Work with the amortization process.
- Print contracts.
- Review contract reports.

Understanding Contracts

This section lists common elements and discusses contracts.

Common Elements Used in This Chapter

You should be familiar with the following terms and concepts as they relate to Contract Management:

Amortization For service contracts, a method of moving long-term revenue to short-term revenue, and then short-term revenue to recognized revenue. Long-term revenue is contracted for more than a 12-month period. Short-term revenue is contracted within a 12-month period. Recognized revenue is contracted from the beginning of the contract through the end of the amortization period.

Base warranty A warranty that is associated with the equipment, typically included in the purchase price of the equipment.

Blanket contract A contract that covers all items at a specified price. The pricing is usually by the contract, not by detail lines.

Contract A written agreement between a customer and a provider (contractor), or between a manufacturer and a supplier.

Contract coverage For service contracts, the days of the week and hours of the day. For example, the coverage term 5 X 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

Coverage Group For supplier contracts, the percent at which the parts and labor (and any other expenses such as travel) are covered. For example, in the supplier contract, the supplier might reimburse the manufacturer for 50% of the parts cost used to fix or replace a part and 50% of the labor cost used to fix or replace a part.

Extended warranty	An optional warranty that can be purchased by the customer to cover the performance of the equipment beyond the terms of the base warranty.
Free contract	For service contracts, a contract that is issued at no cost to the customer.
Preventive maintenance contract	For service contracts, a contract used when regularly scheduled maintenance should be completed for the equipment.
Service package	For service contracts, the combination of service type and contract coverage that specifies the support to which the customer is contractually entitled.
Service types	The various services that you perform. For example, you can set up different codes to differentiate between an on-site repair and a depot repair.
Warranty	An assurance by the manufacturer or seller that the equipment will perform as specified or the work performed will be guaranteed for at least a specific period of time. A warranty can apply to a customer, a supplier, or a manufacturer.

Contract Types

Contract Management provides you with a way to record and manage these types of contracts:

- Service Contract
- Supplier Contract

A service contract is a written agreement between a customer and a provider (contractor). The customer requests a service. The contractor bills the customer for the services provided under the contract. The agreement can be changed to include extra services. Service packages are used to define the services extended by your company to your customer as outlined in the contract.

A supplier contract is a written agreement between a manufacturer and a supplier. It is a nonbillable contract that does not require an end date. The supplier contract indicates the type of coverage for parts that are purchased from the supplier, and the type of coverage that is included in a product that is manufactured or sold by the manufacturer. If the part fails and the manufacturer fixes or replaces it, the manufacturer can return the part to the supplier for a credit or a refund.

For service contracts, you are also able to support this pricing flexibility:

- Advanced pricing
- Discounts
- Price overrides

Setting Up Contracts

This section provides an overview of contract setup and discusses how to:

- Set up contract constants.
- Set up customer service line types.
- Set up billing frequency.
- Set up tax rates.
- Set processing options for Tax Rate/Areas (P4008).

- Set up daylight savings rules.
- Enter contract coverage information.
- Set processing options for Work With Contract Coverage (P1724).
- Enter service type information.
- Set up cost type percentages.
- Enter service package information.
- Set up entitlement dates.
- Set up contract duration ranges.
- Set up MailMerge documents for contract renewals.

Understanding Contract Setup

Before you can use any of the features of Contract Management, you need to define the critical information that the system uses for processing. You also need to specify information that is used when you enter data throughout the system, as well as set up user defined codes (UDCs) for Contract Management.

Line Types

Each contract that you enter must contain details about the services which are included. For each service, you must enter a line of detail information that describes the contract. The system processes the detail line based on a line type. The line type for a detail line also determines the cycle through which the system processes the line.

Contract Coverage

Contract coverage information enables you to define the days of the week and hours of each day. For example, the coverage term 5 x 8 refers to a contract that covers equipment five days a week, Monday through Friday, for eight hours each day.

You can use contract coverage information with the Work Day Calendar to create contracts that show the days that the contract covers. For example, you might set up contracts that cover only Monday through Friday and do not cover weekends or holidays.

Service Types

To charge customers for your services, you need to set up service types. Service types enable you to define the various services that you perform. For example, you can set up different codes to differentiate between an on-site repair and an exchange. You also can select a default pricing method (time and material or flat rate).

Cost Type Percentages

You set up the cost type percentage table to define the percent that is covered for each cost type within a coverage group. This entire coverage group can then be attached to a service package. It is used when billing and costing is done for work orders and cases that are entitled to service under a contract. When you perform billing and costing for work orders and cases, the system retrieves the percentage that is covered from this table, based on the coverage group that is covering the service and the type of item (such as parts, labor, or freight) that you are billing or costing. If a coverage group is not specified for a service package but the service is covered under a contract, the system treats the case or work order as 100 percent covered.

Service Packages

You enter service package information to define the services that are extended by your company to your customer as outlined in the contract. Within the service package, you can specify:

- Type of service, such as on-site repair, exchange, repair and return, support, or installation of the product.
- Contract coverage support, such as eight hours a day Monday through Friday, or 24 hours a day seven days a week (to indicate a 24-hour day, enter 00:00:00 through 23:59:59).
- Turnaround repair times.

  For each service package that you set up, you can have multiple contract coverage types and service types.

Duration Ranges

You use contract duration ranges to prorate contracts. For example, when you set up prices in advanced pricing, you might enter a duration of 12 (for 12 months) as follows:

- From Billing Duration = 1.
- Thru Billing Duration = 12.
- Billing Duration = 12.

  For a six-month contract, the program determines that six is within the duration range of one to 12. The program retrieves a 12-month price from advanced pricing, divides that price by 12, and then multiplies it by six. The result is a prorated price for the six-month contract.

MailMerge Workbench for Contract Renewal Letters

When contracts are due to expire, you can generate renewal letters for customers that are based on existing contract information. You use the MailMerge Workbench to set up the contract renewal documents. The MailMerge Workbench is an application that merges Microsoft Word 6.0 (or higher) word processing documents with PeopleSoft EnterpriseOne records to automatically print business documents such as contract renewal letters. The MailMerge Workbench enables you to add or change text in the contract renewal letter, to create new documents, and to delete documents.

See *PeopleSoft EnterpriseOne Human Capital Management Application Fundamentals 8.11 PeopleBook*, "Setting Up Web Mail Merge".

See *PeopleSoft EnterpriseOne Human Capital Management Application Fundamentals 8.11 PeopleBook*, "Working with Web Mail Merge".

Forms Used to Set Up Contracts

Form Name	Form ID	Navigation	Usage
SWM System Constants Revisions	W17001C	Service & Warranty Setup (G1740), Service & Warranty Constants.	Set up contract constants.
Line Type Constants Revisions	W40205B	Contract Setup (G1744), Line Type Revisions. Click the Add button on the Work With Line Types form.	Set up customer service line types.
SWM Line Type Constants Revisions	W1793B	Select SWM Attributes from the Form menu on the Line Type Constants Revisions form.	Set up customer service line types.

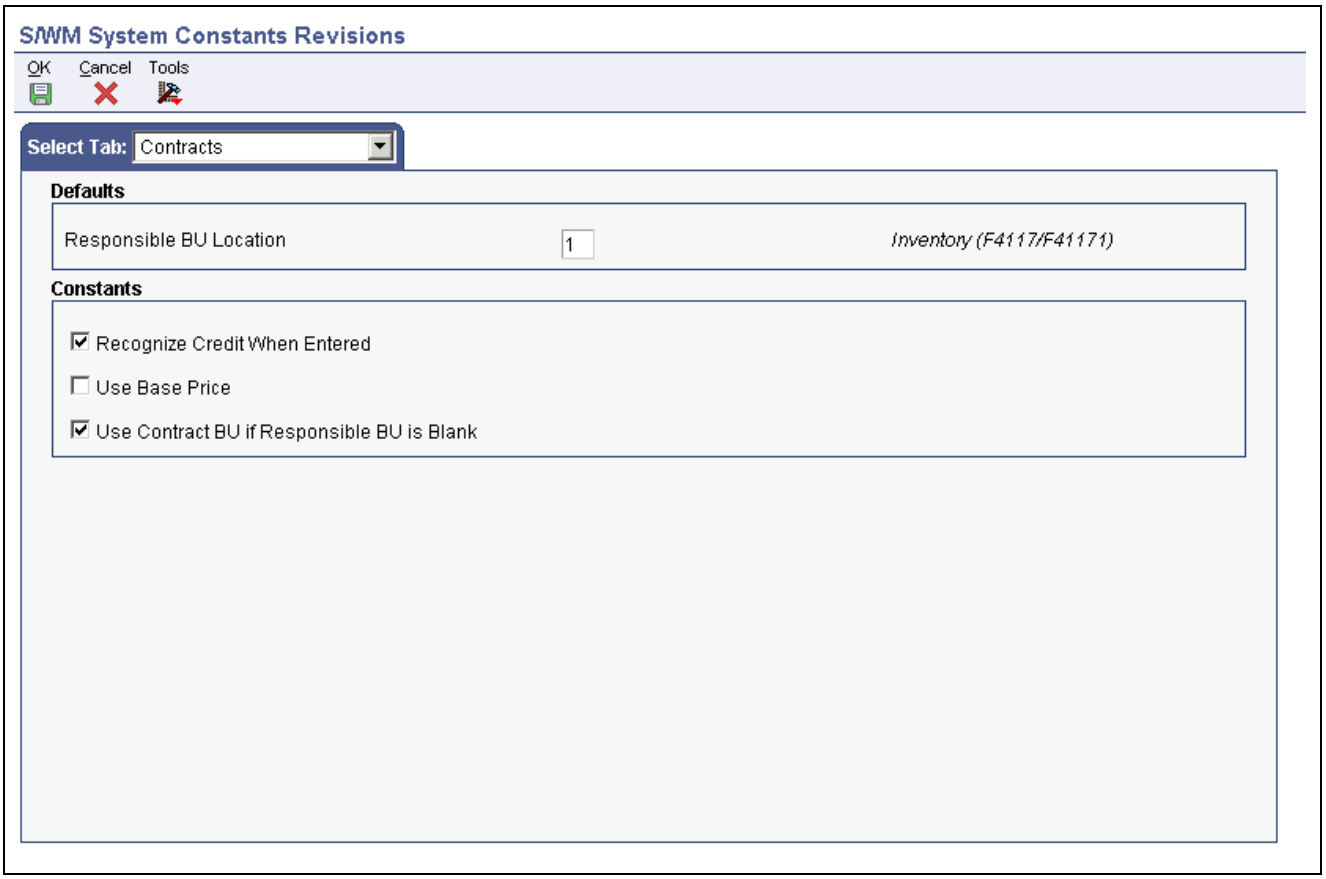
Page Name	Object Name	Navigation	Usage
Billing Frequency Code Revisions	W15019B	Contract Setup (G1744), Billing Frequency Codes. Click the Add button on the Work with Billing Frequency Codes form.	Set up billing frequency.
Tax Rate/Area Revisions	W4008B	Contract Setup (G1744), Tax/Rate Areas. Click the Add button on the Work With Tax Rate/Areas form.	Set up tax rates.
Work with Batch Versions	W98305A	Select Tax Area Report from the Report menu on the Work With Tax Rate Areas form.	Set up tax rates.
Add Daylight Savings Rule	W00085B	Contract Setup (G1744), Daylight Savings Rules. Click the Add button on the Work With Daylight Savings Rules form.	Set up daylight savings rules.
Revise Contract Coverage	W1724A	Contract Setup (G1744), Contract Coverage Entry. Click the Add button on the Work With Contract Coverage form.	Enter contract coverage information.
Revise Contract Services	W1725B	Contract Setup (G1744), Service Type Entry. Click the Add button on the Work With Contract Services form.	Enter service type information.
Cost Type Percentages Revisions	W1792A	Contract Setup (G1744), Cost Type Percentages Revisions. Click the Add button on the Work With Cost Type Percentages form.	Set up cost type percentages.
Revise Contract Service Package	W1729C	Contract Setup (G1744), Service Package Entry. Click the Add button on the Work With Contract Service Package form.	Enter service package information.
Work with Entitlement Date	W1791B	Contract Setup (G1744), Entitlement Date Revisions.	Set up entitlement dates.
Entitlement Date Revisions	W1791D	Click the Add button on the Work with Entitlement Date form.	Set up entitlement dates.

Page Name	Object Name	Navigation	Usage
Entitlement Rules Sequence	W1791A	Select Entitlement Rules from the Form menu on the Work with Entitlement Date form.	Set up entitlement dates.
Contract Duration Ranges	W1726A	Contract Setup (G1744), Contract Duration Ranges.	Set up contract duration ranges.
Web Mail Merge Template Details	W05WMMWBB	Contract Setup (G1744), MailMerge Template. Click the Add button on the Work With Web MailMerge Templates form.	Set up MailMerge templates for contract renewals.
[Template Name].htm - Microsoft Word	W05WMMWBA	Select a document on the Work With Web MailMerge Templates form and click Select. Click the Edit Template Document button to access the template .htm document.	Set up MailMerge Template for contract renewals.

Setting Up Contract Constants

To define default information for the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

Access the Contracts tab of the S/WM System Constants Revisions form.



S/WM System Constants Revisions form, Contracts tab

Responsible BU Location Enter a code that specifies from which tables the system retrieves the responsible business unit to which contracts should be billed. The default value is 1. Values are:

1: Item Master-Service/Warranty Extension table (F4117) and the Item Branch Master-Service/Warranty Extension table (F41171).

2: Product Family/Model Master table (F1790).

3: Equipment Master Extension table (F1217).

4: Address Book Master table (F0101).

5: S/WM Line Type Constants table (F1793).

If the business unit in the AAIs is left blank, contract billing and amortization use this value to locate the responsible business unit to which revenue will be booked.

Recognize Credit When Entered Select this option to move the credit amount to recognized revenue. If you disable this option, the credit amount is recognized over the life of the contract.

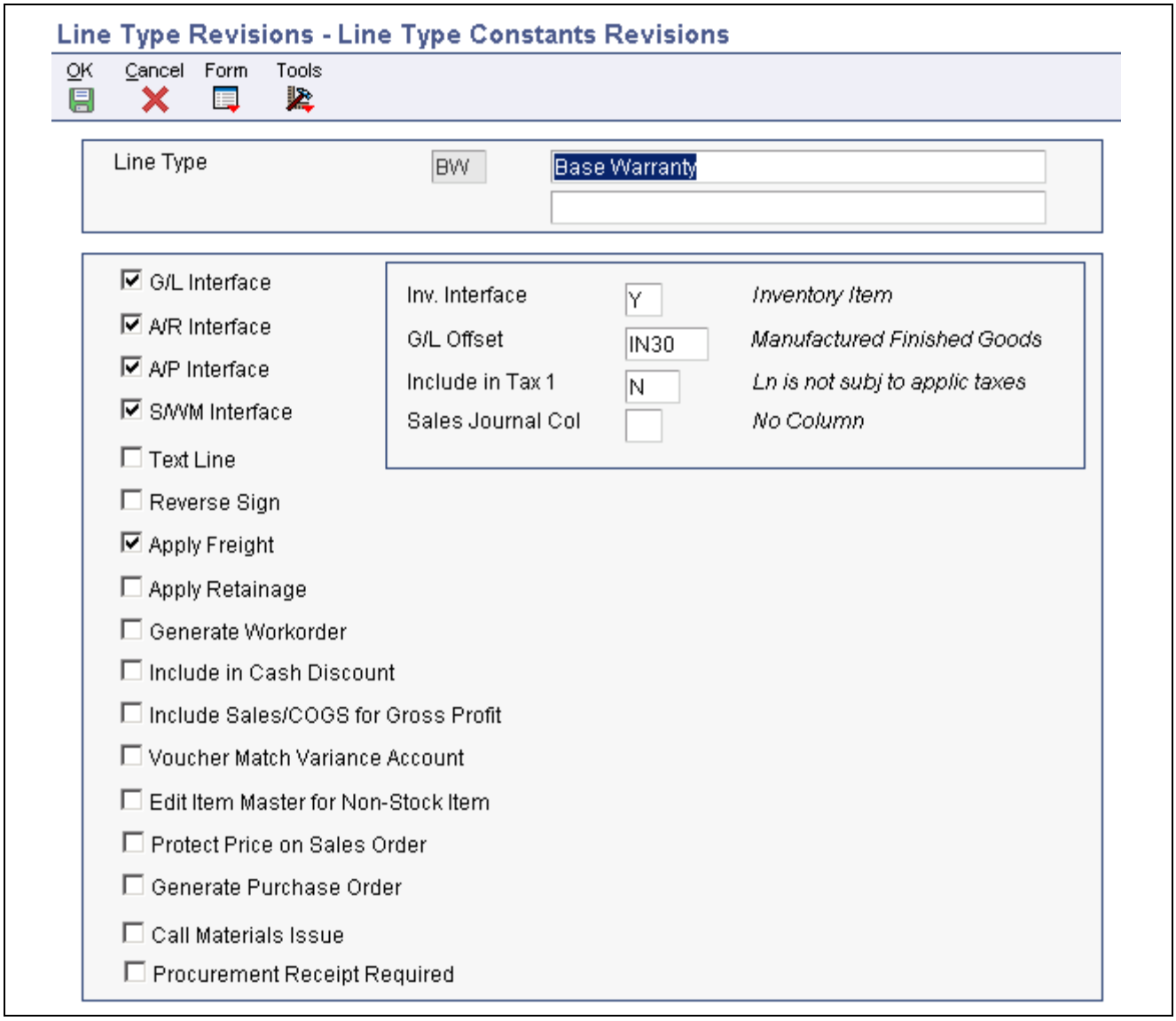
Use Base Price For this form, select this option to specify whether the system uses the base price for pricing a contract.

Use Contract BU if Responsible BU is Blank For this form, select this option to specify where the system retrieves the responsible business unit. If the responsible business unit is blank in the location indicated by the Responsible BU Location constant, and if you enable this option, the system uses the responsible business unit from the contract.

Otherwise, the system uses the responsible business unit from the location in the constant. If the responsible business unit is not set up for the location indicated by the constant, the system displays an error message.

Setting Up Customer Service Line Types

Access the Line Type Constants Revisions form.



Line Type Constants Revisions form

Line Type Constants Revisions

Line Type

Enter a code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. These codes are included:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

G/L Offset Enter a user defined code (41/9) that identifies the G/L offset that the system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, enter **** (four asterisks) in this field. The G/L Offset field is required, but the Service Management system does not use the value entered.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign these G/L class codes:

- IN20 Direct Ship Orders
- IN60 Transfer Orders
- IN80 Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to these:

- Sales-Stock (Debit) xxxxx.xx
- A/R Stock Sales (Credit) xxxxx.xx
- Posting Category: IN80
- Stock Inventory (Debit) xxxxx.xx
- Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

S/WM Interface To indicate that this line type interfaces with the Service Management system, enter a code that indicates whether this order line appears on the second document in a series of four documents that relate to this order. For example, it might be necessary to include receiving information in a purchase order that provides instructions about the desired disposition of goods. Although this information is vital to the proper handling of the order, it should not appear on the purchase order that is delivered to the supplier.

SWM Line Type Constants Revisions, Contracts

Base Warranty This field is a common, single-character entry field for a yes or no response on certain screens.

Enter a code that specifies whether the contract line entered is a base warranty contract.

Blanket Contract The field is a common, single-character entry field for simple yes or no responses on certain screens.

Enter a code that specifies whether the contract line entered is a blanket contract.

Free Contract Use this line type flag to indicate that this is a free contract.

Require Active Contract Use this line type flag to indicate that the piece of equipment is required to have an active contract on it before a new contract can be added.

Allow User To Modify Start Date Use this line type flag to indicate that the contract detail line Start Date can be modified once it has been entered.

Allow User To Modify End Date Use this line type flag to indicate that the contract detail line End Date can be modified once it has been entered.

Allow User To Modify Duration Use this line type flag to indicate that the contract detail line Billable and Non-Billable Duration can be modified once it has been entered.

Allow Entitlement Enter a code that specifies whether to use a line type in entitlement checking.

Start Date Default Enter a hard-coded, user defined code (17/L1) that indicates from where the system retrieves the default value for the Contract Line Start Date field.

Values are:

1: Last contracted end date (for equipment) + 1.

The system finds the newest contract for this piece of equipment, and adds one day to the detail end date to calculate the new start date. If the system does not find a contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the start date.

2: Contract header start date.

The system enters the contract header start date as the default value.

3: Base Warranty Start Date

The system enters the detail start date from the first active base warranty (line type) contract for this equipment as the default. If the system does not find an active base warranty contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the start date.

4: System date.

The system enters the system date as the default value.

5: None.

The system does not enter a default value. The user is required to enter the detail start date.

End Date Default Enter a hard-coded, user defined code (17/L2) that indicates from where the system retrieves the default value for the Contract Line End Date field.

Values are:

1: 1 (Contract Line Start Date field value) + (total duration [billable + nonbillable duration]).

Add the value from the Contract Line Start Date field to billable and nonbillable duration.

2: Contract header end date.

The system enters the contract header end date as the default value.

3: Base Warranty End Date.

The system enters the detail end date from the most recent active base warranty (line type) contract for this equipment as the default. If the system does not find an active base warranty contract for the piece of equipment (serial, unit) number, the system produces an error if the user cannot modify the end date.

4: System date.

The system enters the system date as the default value.

*5:*None.

The system does not enter a default value. The user is required to enter the detail end date.

Responsible Business Unit If you have set up the system constants for contracts to retrieve the Responsible Business Unit based on Line Type, then complete this field.

SWM Line Type Constants Revisions, Work Orders

Work Order Document Type If a work order is entitled by a contract, then this document type enables the accounting of cases or work orders to vary by the type of contract covering the service.

Enter a user defined code (00/DT) that identifies the type of document. This code also indicates the origin of the transaction. PeopleSoft has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

These document types are defined by the system and should not be changed:

P: Accounts Payable documents.

R: Accounts Receivable documents.

T: Payroll documents.

I: Inventory documents.

O: Purchase Order Processing documents.

J: General Accounting/Joint Interest Billing documents.

S: Sales Order Processing documents.

SWM Line Type Constants Revisions, Case

Case Document Type If a case is entitled by a contract, then this document type enables the accounting of requests or work orders to vary by the type of contract covering the service.

The Case Document Type is used in the Distribution AAIs to differentiate between cases that are covered under a base warranty, extended warranty, or maintenance agreement.

Enter a user defined code (00/DT) that identifies the origin and purpose of the transaction. The system reserves several prefixes for document types,

such as vouchers, invoices, receipts, and timesheets. The reserved document type prefixes for codes are:

P: Accounts payable documents

R: Accounts receivable documents

T: Time and Pay documents

I: Inventory documents

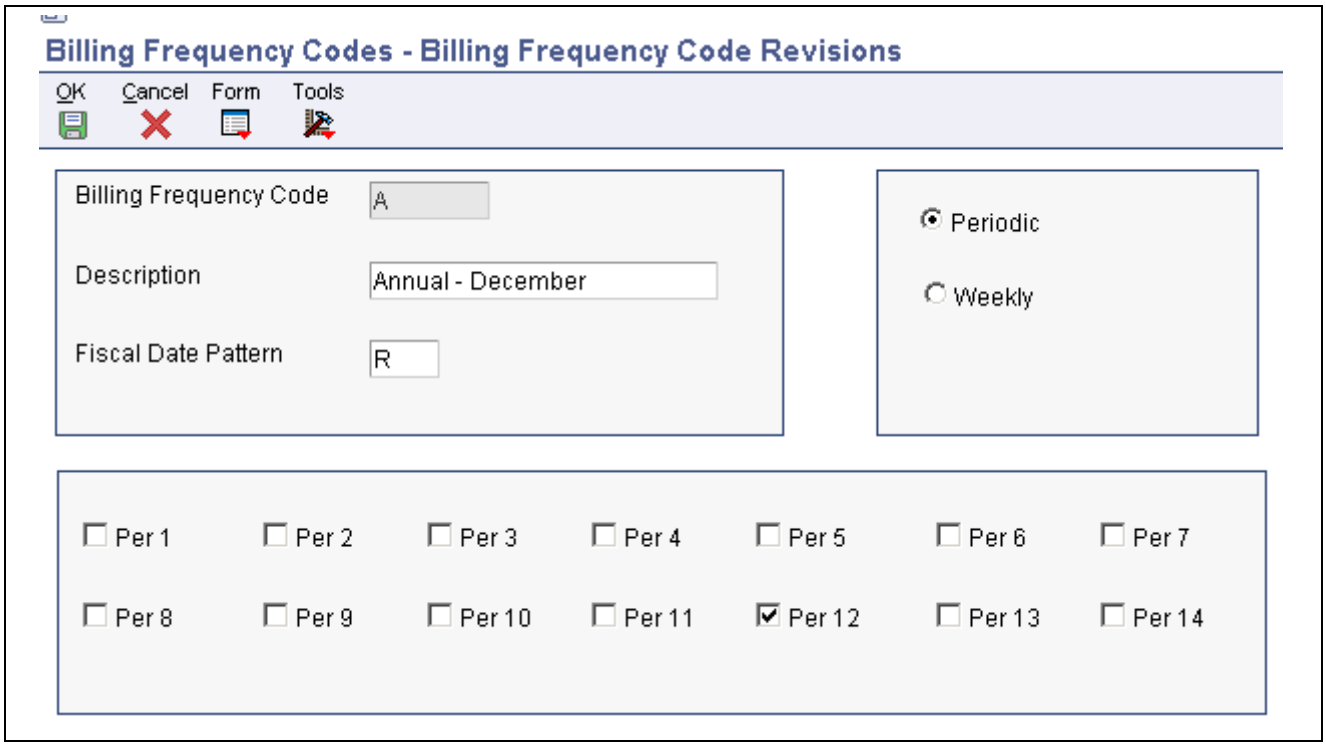
O: Purchase order documents

S: Sales order documents

Setting Up Billing Frequency

The Contract Management module integrates with the Property Management system to set up billing frequencies. The system enables you to define the periods that you want to bill at a particular billing frequency.

Access the Billing Frequency Code Revisions form.



Billing Frequency Code Revisions form

Billing Frequency Code Enter a code that specifies when (how often) to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Fiscal Date Pattern Enter the code to define the date pattern. You can use one of 15 codes. You must set up special codes (letters A through N) for 4-4-5, 13-period accounting, or any other date pattern unique to your environment. An R, the default, identifies a regular calendar pattern.

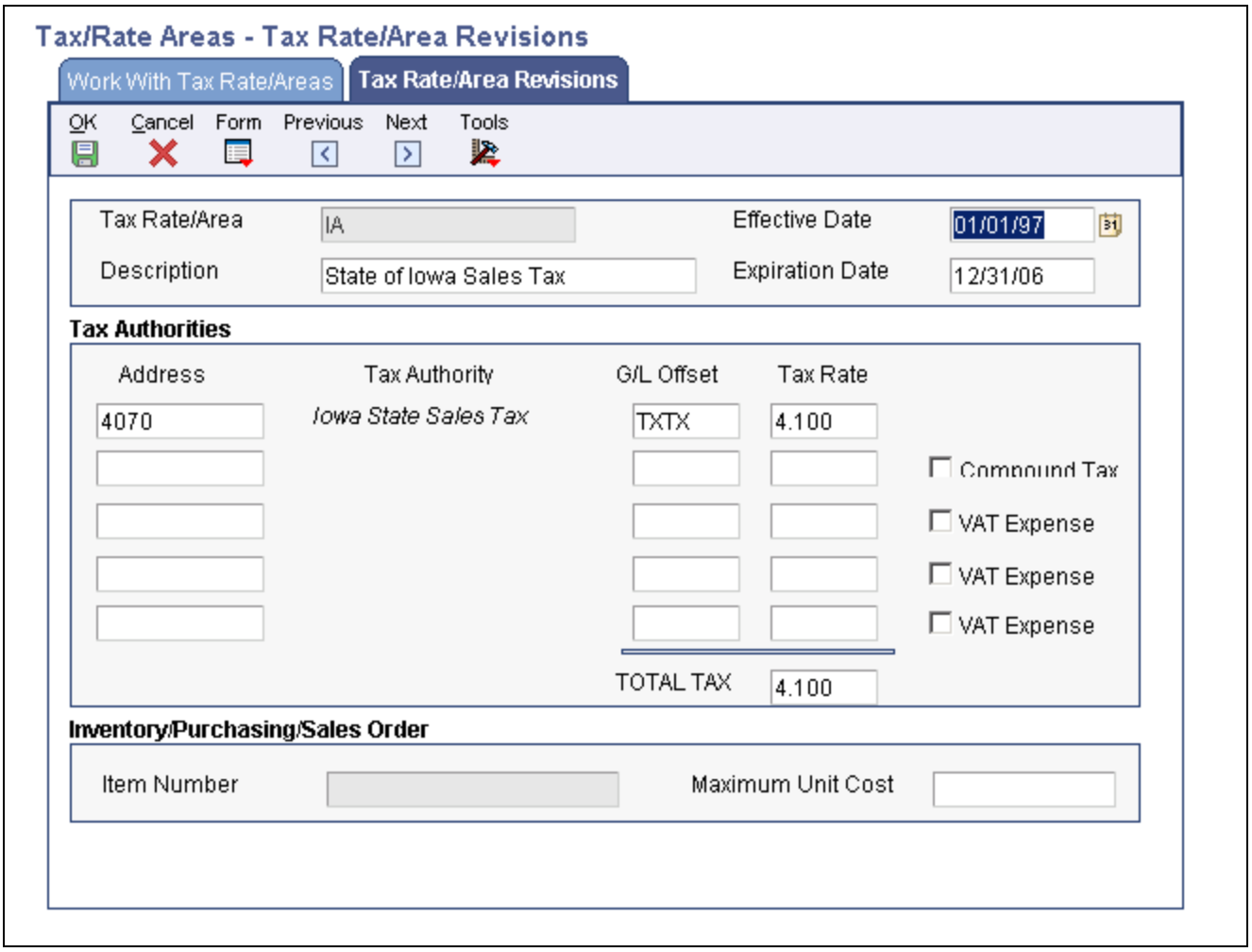
Periodic To define a periodic pattern, select the Periodic option. Contract Entry does not allow a 52-period billing feature.

You can select periods 1 through 14 as applicable, depending on how you want to bill the customer.

Setting Up Tax Rates

You set up tax rate areas to accurately calculate taxes for your customers, based on their geographic locations. When you set up a tax rate area, you can apply the tax code to your customer's master record. You can run a report to review all of the tax areas that have been set up and applied to a customer's record.

Access the Tax Rate/Area Revisions form.



Tax Rate/Area Revisions form

Tax Rate/Area Enter a code to calculate taxes for your geographic area. This code identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and G/L distribution amounts when you create an invoice or voucher.

Effective Date Enter the date when a transaction, contract, obligation, preference, or policy rule becomes effective.

Expiration Date Enter the date when a transaction, contract, obligation, preference, or policy rule ceases to be in effect.

Tax Auth Enter the address number of the tax authority for your area. You pay and report sales, use, or VAT taxes to this agency. Examples include states, counties, cities, transportation districts, provinces, and so on. You can specify up to five tax authorities for a single tax area.

You can enter up to five tax authorities.

G/L Offset Enter a code that indicates how to locate the tax account for general ledger entries. This field points to automatic accounting instructions (AAIs) that, in turn, point to the tax account.

Examples are:

- PTyyyy - for A/P (VAT only)
- RTyyyy - for A/R (VAT only)
- GTyyyy - for G/L (VAT only)
- 4320 - for Sales Orders
- 4400 and 4410 - for Purchase Orders

When setting up VAT and Canadian GST, PTyyyy, RTyyyy, and GTyyyy are the only valid values. For the A/P system, a second G/L Offset (PT_ _ _ _) is required when your tax setup involves VAT plus use taxes (tax explanation code B). Use AAI PT_ _ _ _ to designate the use tax portion of the setup.

For sales taxes, the Accounts Payable and Accounts Receivable systems ignore the values in this field. However, the Sales Order Management and Procurement systems require values in this field.

Tax Rate 1 Enter the percentage for the tax rate in your area. This number identifies the percentage of tax that should be assessed or paid to the corresponding tax authority, based on the tax area.

Enter the percentage as a whole number and not as the decimal equivalent. For example, to specify 7 percent, enter 7, not .07.

Compound Tax For Canadian companies, click this option to specify whether to calculate PST tax after GST has been added to the product value.

Values are:

On: The system calculates PST tax after GST has been added to the product value.

Off: The system calculates the PST before GST has been added to the product value.

For example, suppose that you have a tax area set up with 7% GST and 8% PST, and you turn on the option to calculate tax on tax. If you enter a voucher for a taxable amount of 1000 CAD, the system calculates the GST as 70 CAD, adds it to the taxable amount, and multiplies the PST by that result (1070 CAD). If you do not use compound taxes, the system calculates PST on the taxable amount only.

Note. This option is valid only for tax explanation codes that begin with the letters B and C. To calculate compound taxes for tax explanation code V, use tax explanation code V+.

This code is available only for the second tax authority (line 2 in the list on this form) and must identify a non-GST tax authority.

VAT Expense For Canadian companies, select this option to indicate the percent of VAT that is not recoverable. You enter the nonrecoverable percentage in the Tax Rate field to the left of this option. Values are:

On: Not recoverable. The system multiplies the percentage that you specify by the total tax amount and reduces the amount of VAT that is recoverable from the first tax authority.

Off: Recoverable. All of the VAT tax is recoverable.

Note. This option is valid only with tax explanation codes that begin with the letters C, B, and V.

This code is available only for the third, fourth, fifth tax authorities (lines 3 through 5).

Item Number For inventory and sales order information, enter the number of the item or item grouping to which the tax applies.

Values for item groupings are *3* through *8*.

If you specify a value for an item grouping, you must ensure that the processing option to validate item numbers, which appears on the Edit tab, is set to 0 (off). If this processing option is not set correctly, the system attempts to validate the item grouping number as an actual item number.

Maximum Unit Cost Enter a number that identifies the maximum amount that an item can be taxed. If the unit cost of an item is more than the amount that you specify in this field, the maximum unit cost becomes taxable.

Note. This field is used for processing sales and purchase orders only. This field is required for processing taxes in the state of Tennessee.

To run the tax report, select Tax Area Report from the Report menu on Work With Tax Rate Areas.

On Work with Batch Versions, select the version that you want to print and click Select.

Setting Processing Options for Tax Rate/Area (P4008)

Use these processing options to set default values for the Tax Rate/Area program.

Display

This processing option specifies whether certain fields appear.

Enter a value to either show or hide the Item Number and Maximum Unit Cost fields.

Enter a value to either show or hide the Item Number and Maximum Unit Cost fields. Values are:

1: Show these fields

0: Hide these fields

Edits

This processing option specifies whether to validate item numbers.

Enter a value to validate Item Numbers

Enter a value to validate item numbers. Values are:

1: Validate item numbers.

0: Do not validate item numbers.

Setting Up Daylight Savings Rules

Set up daylight savings rules to define when to convert to the daylight savings rule. Use this criteria:

- Month
- Day of the week
- Hour

Calculations are based on the daylight savings rule setup that is used with the time zone. You define the start and end dates of your daylight savings rule (for example, enter the first Sunday of April at 02:00:00).

Access the Add Daylight Savings Rule form.

Rule Name

Enter a unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

By Day of Week Instance

Select this option to indicate the method that is used to determine a daylight savings rule.

By Day of Week Instance indicates that daylight savings starts and stops on a certain day of the week for a certain month, such as the first Sunday of April to the first Sunday of October.

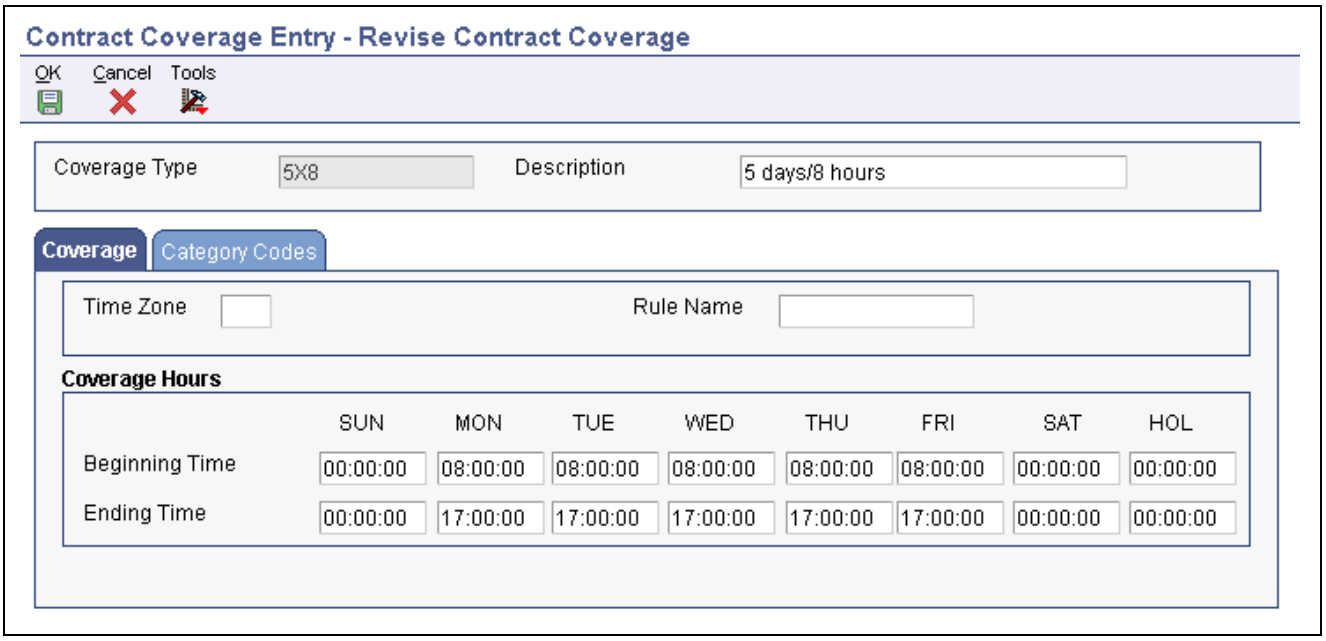
By Day of the month

Select this option to indicate the method that is used to determine a daylight savings rule.

By Day of the month indicates that daylight savings starts and stops on a certain day of a certain month, such as April 3 to October 10.

Entering Contract Coverage Information

Access the Revise Contract Coverage form.



Revise Contract Coverage form

Enter the beginning times and the ending times that the coverage includes for days of the week and holidays.

Coverage Type Enter the type of contract coverage.

Time Zone Select the time zone for which you want to view the date and time. If you leave the Time Zone field blank, the system uses the time zone from the customer's address book record to calculate the commitment date and time for the contract.

Rule Name Enter a unique name identifying a daylight savings rule. Use daylight savings rules to adjust time for a geographic and political locale.

Setting Processing Options for Work with Contract Coverage (P1724)

Use these processing options to specify the default values for the Work with Contract Coverage program.

Defaults

Use these processing options to specify the contract coverage start and end times.

1. Default Coverage Start Time Monday through Friday Specify the coverage start time for service contracts that are covered from Monday through Friday.

2. Default Coverage End Time Monday through Friday Specify the coverage end time for service contracts that are covered from Monday through Friday.

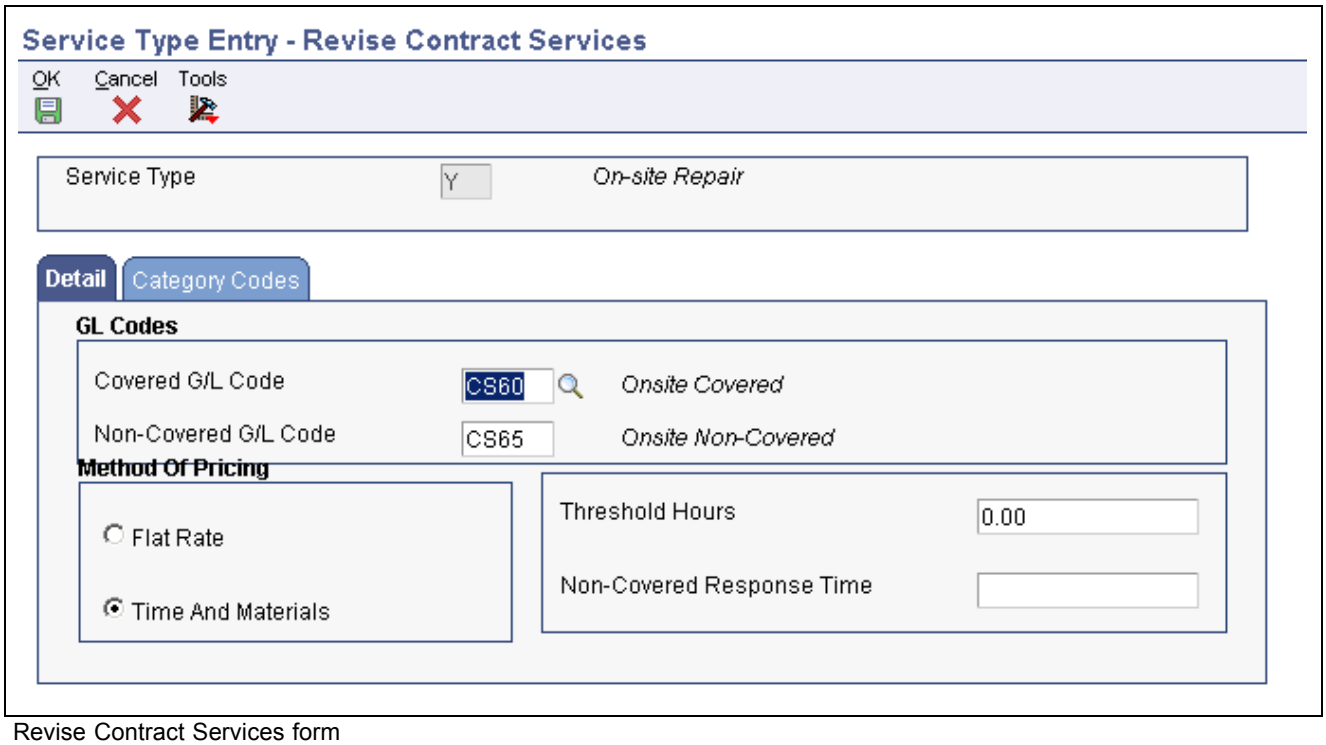
3. Default Coverage Start Time Saturday, Sunday, and Holidays Specify the coverage start time for service contracts that are covered for Saturday, Sunday, and holidays.

4. Default Coverage End Time Saturday, Sunday, and Holidays Specify the coverage end time for service contracts that are covered for Saturday, Sunday, and holidays.

5. Time Zone Enter a default time zone.

Entering Service Type Information

Access the Revise Contract Services form.



Revise Contract Services form

Service Type Enter a user defined code (00/TY) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

Covered G/L Code Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the G/L Offset from Inventory.

The Covered G/L Code and Non-Covered G/L Code fields are used by work orders and cases for recording billing or costs for this type of service. This process enables your accounting to direct covered or non-covered costs and revenue to different accounts.

Non-Covered G/L Code Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction. If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the G/L Offset from Inventory.

The Covered G/L Code and Non-Covered G/L Code fields are used by work orders and cases for recording billing or costs for this type of service. This process enables your accounting to direct covered or non-covered costs and revenue to different accounts.

Flat Rate

Click this option to determine if this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Time And Materials

Click this option to determine if this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

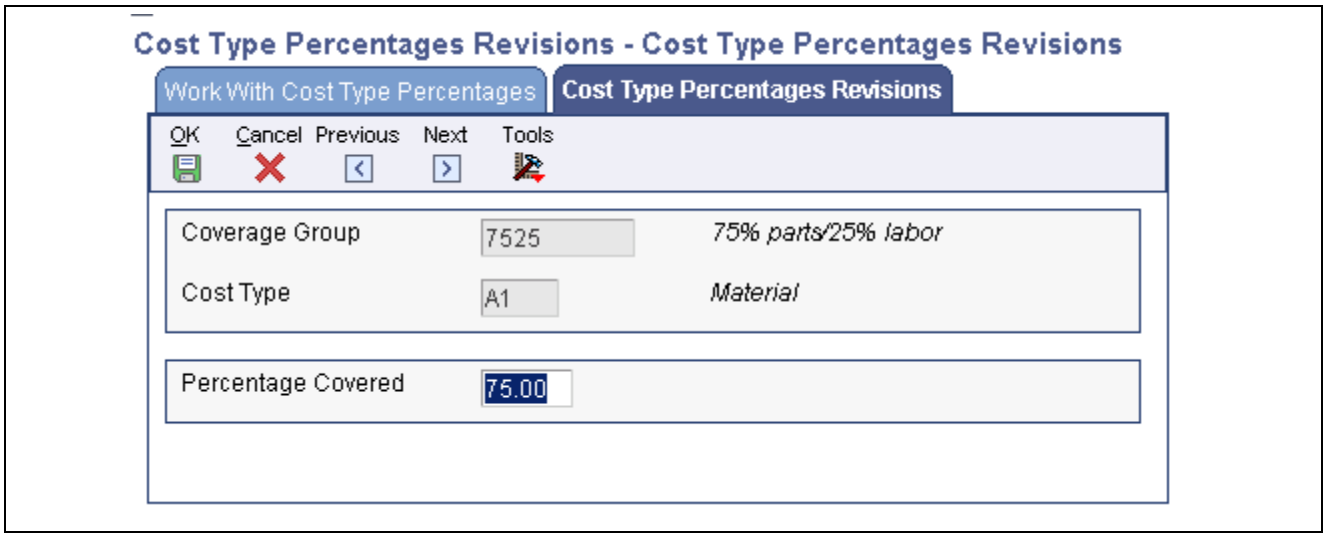
Threshold Hours

Enter a value that represents hours. For a case or work order, the system uses the threshold hours and the time of day to calculate the commitment date and time.

For example, your covered day is set up from eight until five, and you set up your threshold at two hours. If you receive a call at four, the call is received within the two-hour threshold of the end of the covered day, and completion of the call for that day is not required since your work day ends in an hour. The commitment time then starts to calculate the response time at the beginning of the next covered day.

Setting Up Cost Type Percentages

Access the Cost Type Percentages Revisions form.



Cost Type Percentages Revisions form

Coverage Group Enter a user defined code that specifies the Coverage Group. The Coverage Group consists of unlimited cost codes and the percentage covered for each cost code.

Cost Type Enter a code that designates each element of cost for an item. Examples of the cost object types are:

A1: Purchased raw material

B1: Direct labor routing rollup

B2: Setup labor routing rollup

C1: Variable burden routing rollup

C2: Fixed burden routing rollup

Dx: Outside operation routing rollup

Xx: Extra add-ons, such as electricity and water

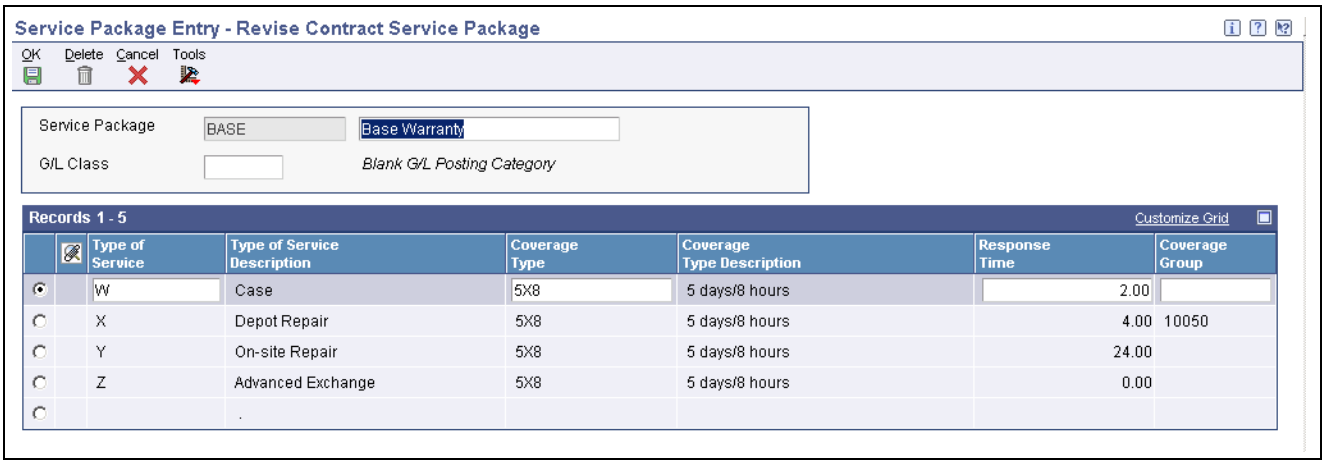
The optional add-on computations usually operate with the type Xx extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user defined summary cost buckets.

The work order connects the cost type to the coverage group.

Percentage Covered Enter the percentage covered under warranty or contract. This is used to calculate the amount to bill or the amount to cost for the line item being processed on the service order or call.

Entering Service Package Information

Access the Revise Contract Service Package form.



Revise Contract Service Package form

Service Package Enter a service package, which is a combination of service order type and coverage type used to define service support to which the customer is contractually entitled. A service package also contains response time and coverage group.

Type of Service Enter a user defined code (00/TY) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

Coverage Type Enter the type of contract coverage (this defines the days of coverage and the times of day).

Response Time Enter the guaranteed time during which service will be completed, as provided by a service contract, from the time that a provider logs a case or work order. This unit of time relates to the service type in the Service Contract Services table (F1725). Enter the response time in hours.

The system adds the value in the Response Time field to the start time and date to create the commit time. The commit time is the time, displayed in hours and minutes, that you are required to respond to the customer. The commit date and time override any date and time that the Case program might have calculated.

Coverage Group Enter a user defined code that specifies the Coverage Group. The Coverage Group consists of unlimited cost codes and the percentage covered for each cost code.

G/L Class Enter a user defined code (41/9) that identifies the G/L offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign these G/L class codes:

IN20 Direct Ship Orders

IN60 Transfer Orders

IN80 Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to these:

Sales-Stock (Debit) xxxxx.xx

A/R Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

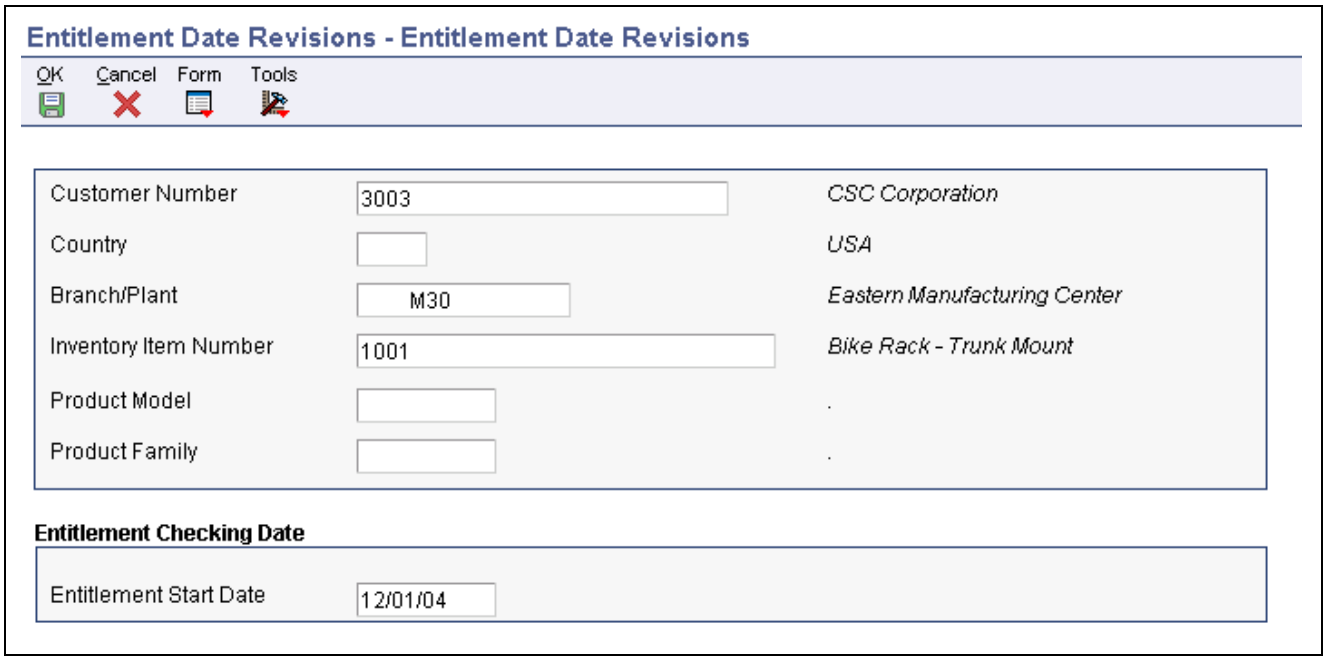
Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

If this field is left blank, the system uses the G/L code from the Inventory Item Number when you bill contracts. You use this field only when you bill contracts.

Setting Up Entitlement Dates

Access the Entitlement Date Revisions form.



Entitlement Date Revisions form

You set up entitlement dates to specify the date to begin verifying for each transaction if something is entitled. Any transactions before that date are assumed to be entitled.

You can enter and update entitlement dates for a combination of:

- Product family
- Product model
- Inventory item number
- Branch/Plant
- Customer number

- Country

To set up entitlement dates:

1. Complete these fields and click OK:
   - Customer Number
   - Country
   - Branch/Plant
   - Inventory Item Number
   - Product Model
   - Product Family
   - Entitlement Start Date
2. The system searches for a date based on rules that you specify. To review or revise these rules, from Work With Entitlement Date, select Entitlement Rules from the Form menu.
3. On Entitlement Rules Sequence, define the order that the system uses to search for a date. The system uses a hierarchical search method, from most specific to most general. To include or exclude fields in the hierarchical search, complete these fields with a *Y* or *N:*
   - Sequence Number
   - Customer Number
   - Country
   - Branch/Plant
   - Inv. Item Number
   - Prod. Model
   - Prod. Family

Country Enter a user defined code (00/CN) that identifies a country. The country code has no effect on currency conversion.

The Address Book system uses the country code for data selection and address formatting.

Inventory Item Number A number that the system assigns to an item. It can be in short, long, or third item number format.

Product Model Enter a code that classifies an inventory item into a model for customer service.

Examples include Laser Printer, Inkjet, or Fax.

Product Family Enter a code that classifies an inventory item into a group for customer service.

Examples include Laser Printer, Inkjet, or Fax.

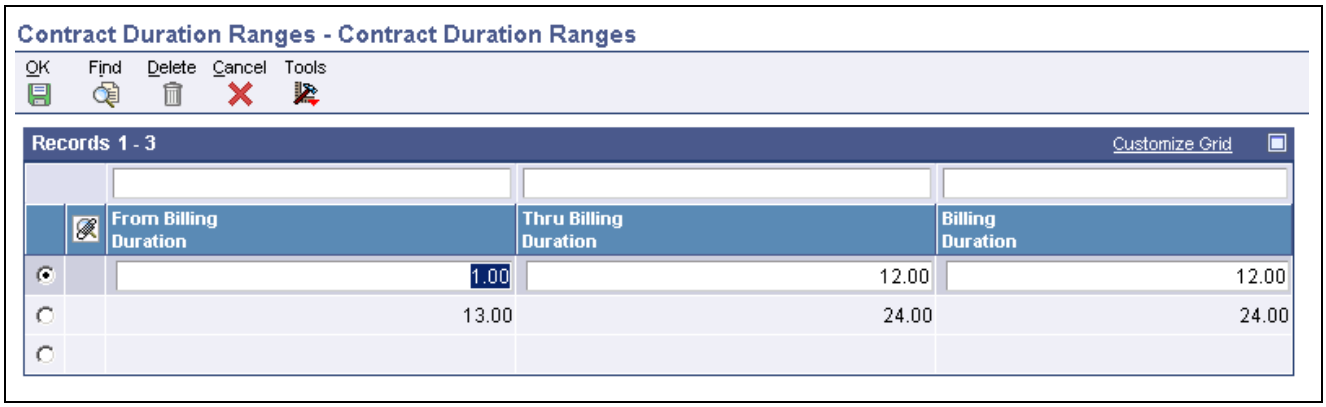
Entitlement Start Date Enter the date on which an address, item, transaction, or table record becomes active. The meaning of this field differs, depending on the program. For example, the effective date can represent any of these dates:

- The date on which a change of address becomes effective.
- The date on which a lease becomes effective.

- The date on which a price becomes effective.
- The date on which the currency exchange rate becomes effective.
- The date on which a tax rate becomes effective.

Setting Up Contract Duration Ranges

Access the Contract Duration Ranges form.



Contract Duration Ranges form

Note. You should ensure that the data does not have a break in the duration. The first row in the above form should be from .01 through 12.00. The second row should be 12.01 through 24.00.

From Billing Duration The From Billing Duration when specifying a billing duration range in the Contract Billing Duration Range table.

Thru Billing Duration The Thru Billing Duration when specifying a billing duration range in the Contract Billing Duration Range table.

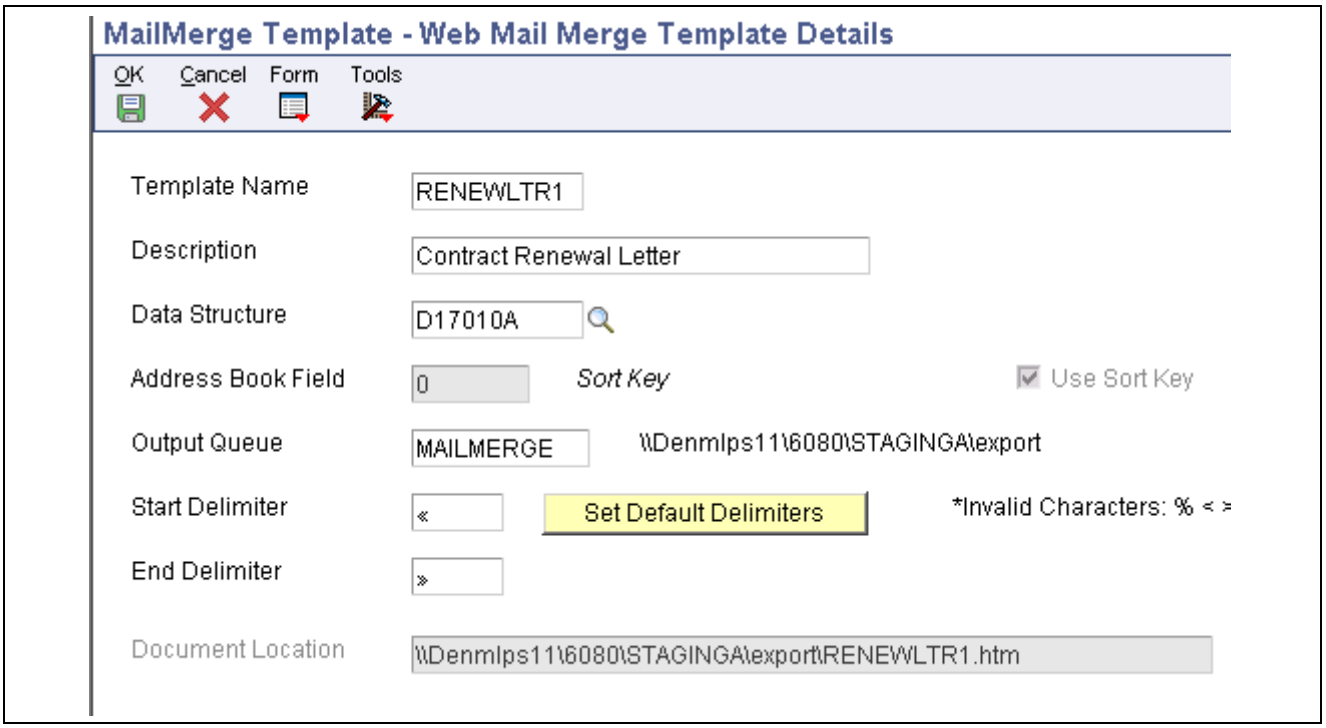
Billing Duration The billing duration to be used by Advanced Pricing when specifying a billing duration range in the Contract Billing Duration Range table.

Setting Up MailMerge Documents for Contract Renewals

Access the Web Mail Merge Template Details form.

MailMerge uses the template to identify the fields that you use in your MailMerge document. The data structure that you designate for your document determines what fields are available.

See *EnterpriseOne Tools 8.94 PeopleBook: Development Tools: Data Structures*



Web Mail Merge Template Details

To set up MailMerge templates for contract renewals:

1. Complete these fields:
   - Template Name
   - Data Structure Name

     Note. If the data structure does not exist in this environment, you need to use a Form exit to Generate DS. This function can generate a data structure from PeopleSoft EnterpriseOne into this environment.

   - Address Book Field
   - Use Sort Key
   - Output Queue
   - Start Delimiter
   - End Delimiter
2. Click the Set Default Delimiters button if you want to reset the start and end delimiters to the default values.

   Note. The system displays the location of the output queue in the Document Location field. The first time you add a mailmerge document, the system displays a message that the file does not exist.

3. Select Gen and then Doc File from the Form menu.

   The system creates the template, which you can view.
4. Click Cancel, then click Edit Template Doc.

   A Microsoft Word template appears. MailMerge uses the template to identify the fields that you use in your MailMerge document. The data structure that you designated for your document determines what fields are available.

5. Type your letter. Cut and paste the delimiter fields that you want to use into the letter. Be sure to paste the complete field with the delimiter symbols, such as *«szAlphaName»*.
6. Select Save As from the File menu. Save your template as a Web Page (.htm) document, then close the template.
7. Select View Doc File from the Form menu. You can view and print the template that you created, and then click Cancel.
8. Click OK on the Web Mail Merge Template Details form.

Template Name Enter the name that you want for your MailMerge document, which must be 10 or fewer characters long.

Data Structure Name For Contract Renewal Letters, use the data structure D1701010A. If you do not use this data structure, enter the name of the data structure that you want to use with your MailMerge document. The data structure contains all of the possible fields that you can use in your MailMerge document.

Note. If the data structure does not exist in this environment, you need to use a Form exit to Generate DS. This function can generate a data structure from EnterpriseOne into this environment.

Address Book Field Use this field to specify the position in the data structure where the Address Book Number (AN8) data item exists. For example, if Address Book Number occupies the third field in the mail merge data structure, then this field should display a 3. If this field contains a 0, then the Sort Key (MMSK) in the F980014D record will be used to email and attach letters.

Use Sort Key If you select this option, the system sets the Address Book field value to *0,* which means that the Sort Key (MMSK) in the F980014D record is used to email and attach letters.

Output Queue Enter the name of the folder on your enterprise server that the program has the ability to access. This entry is the location where your MailMerge documents will be stored.

Start Delimiter Accept the default delimiter, unless you want to change it.

End Delimiter Accept the default delimiter, unless you want to change it.

Set Default Delimiters Click this button if you want to reset the Start and End Delimiters to the default values.

Document Location The system displays the location of the output queue. The first time you add a mailmerge document, the system displays a message that the file does not exist.

Note. For this new MailMerge document to work with the contract renewal letters, you must specify the new document in the R1731 processing options.

See Also

Chapter 5, “Managing Contracts ,” Setting Processing Options for Contract Renewal Letters (R1731), page 154

Chapter 5, “Managing Contracts ,” Generating Contract Renewal Letters, page 154

Managing Contracts

This section provides an overview of contract management, lists prerequisites, and discusses how to:

- Enter supplier contract header information.
- Enter supplier contract detail information.
- Enter service contract header information.
- Enter service contract detail information.
- Review service contract information.
- Renew a service contract.
- Copy a service contract.
- Set processing options for Contract Revisions (P1721).
- Set processing options for Work With Contracts (P1720).
- Define the entitlement rules sequence for service contracts.
- Define the entitlement rules sequence for supplier contracts.
- Review entitlement information for service contracts.
- Review entitlement information for supplier contracts.
- Cancel contracts.
- Suspend contracts.
- Cancel and suspend contract detail lines.
- Credit contract detail lines.
- Create contract prepayment transactions.
- Generate contract renewal letters
- Review contract renewal letters.
- Set processing options for Contract Renewal Letters (R1731).

Understanding Contract Management

The programs to manage contracts enable you to create and track contracts for your customers and suppliers.

Service Contracts

A service contract is a written agreement between a customer and a provider. For service contracts, you can make changes to a contract if the terms of the contract change or if the service package changes, as long as the contract has not been billed. You can also track contract dates and specify the lead times that are necessary to prepare renewal letters and contracts.

When you enter a service contract, you are accessing the starting point of the service contract programs. You can enter detailed information about the contract such as service packages, item numbers, and billing information. You also can copy or renew existing contracts.

You can enter and update service contracts through either the contract header or the detail forms. On the header form, you can select whether to view all detail lines of a contract on the detail form.

A version number is associated with each service contract. When you renew a contract, you can create a new version of the existing contract rather than create a new contract.

Note. The system default values now appear after each row entry instead of after each field entry.

Supplier Contracts

A supplier contract is a written agreement between a manufacturer and a supplier. Supplier contracts are nonbillable, non-renewable, and do not require an end-date.

When you enter a supplier contract, you can enter detailed information about the contract such as supplier number, inventory item number, and coverage group. You can also copy existing contracts.

You can enter and update supplier contracts through either the contract header or detail forms. On the Work With Supplier Contracts form, you can select whether to view all detail lines of a contract on the detail form.

Entitlements

The entitlement rules sequence defines priorities when you assign entitlement rules to contract detail lines. The hierarchy determines the order that the system uses to search for a match between the contract and the entitlement rules. Set up the hierarchy from specific to general. To ensure the best performance, you should set up only necessary sequences.

You can review entitlement information and make any changes that are necessary when entitlement details for the contract change.

For a service contract, you can use this form to review the customer's entitlement and exit to the service package that the customer has purchased. For example, if a customer purchases a computer from you with the service package that has the most benefits, the customer might be entitled to having a repair person visit the site as opposed to sending the computer to you for repair.

For a supplier contract, you can review the entitlement details between the supplier and the manufacturer.

Payment Tracking

To track payments that are prepaid by your customers, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract, the invoice reflects that the contract has been prepaid.

Only one type of payment is allowed per contract. The prepayment must also be set up as a one-time billing. The bill from and through dates must be in the same period and year.

Contract Cancels, Suspensions, and Renewals

You might need to cancel a contract or an individual detail line if you set it up incorrectly or if the customer no longer wants to cover an item that is under contract. You also might need to suspend a contract for a period of time and later reactivate it.

When service contracts are about to expire, you can generate renewal letters to customers. Based on contract information and processing options, the system automatically generates letters for contracts that are expiring.

The letters that you generate using Contract Renewal Letters (R1731) can be viewed and printed from View Letters (P05WEBMME).

Prerequisites

Before you enter service contracts, you must:

- Create an address book record for customers for whom you want to create a contract.

  The system creates an extension table (F1797) to the address book that stores additional SWM address book information.
- Set up the document types used for supplier and service contracts.
- Set up the line types used for supplier and service contracts.
- Add accounts receivable information to the customer record.
- To price contracts, set up advanced pricing information.

Before you create contract prepayment transactions, you must:

- Set up the Payment Instrument user defined code (00/PY).
- Set the prepayment processing option on Contract Revisions (P1721) to prepay.

Before you can generate contract renewal letters, you must set up the MailMerge template.

Forms Used to Manage Contracts

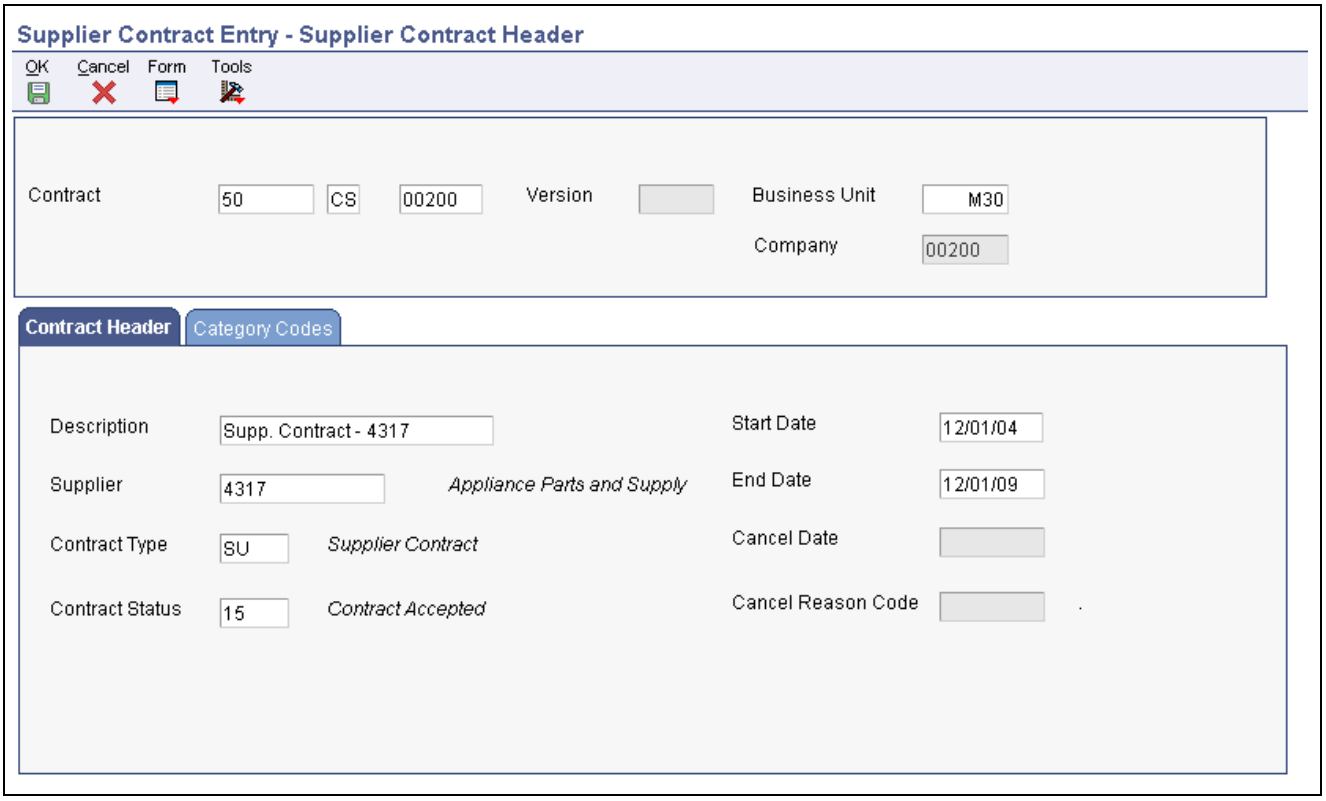
Form Name	Form ID	Navigation	Usage
Supplier Contract Header	W17201B	Daily Contract Processing (G1714), Supplier Contract Entry. Click the Add button on the Work with Supplier Contracts form.	Enter supplier contract header information. Enter the document type in the second field next to the Contract field.
Supplier Contract Revisions	W17201C	Daily Contract Processing (G1714), Supplier Contract Detail. Select a contract on the Work with Supplier Contracts form, and click the Select button.	Enter supplier contract detail information.
Service Contract Header	W1721L	Daily Contract Processing (G1714), Service Contract Entry. Click the Add button on the Work With Contracts form.	Enter service contract header information.
Contract Revisions	W1721A	Daily Contract Processing (G1714), Service Contract Detail. Select a contract on the Work With Contracts form, and click the Select button.	Enter service contract detail information.
Contract Detail	W1721J	Select a contract on the Contract Revisions form, and select Contract Detail from the Row menu.	Review service contract information.

Page Name	Object Name	Navigation	Usage
Work With Contracts	W1720A	Daily Contract Processing (G1714), Service Contract Entry. Alternatively: Daily Contract Processing (G1714), Service Contract Detail.	Search for existing service contracts. Also copy existing contracts.
Contract Entitlement Rules Sequence	W1720B	Daily Contract Processing (G1714), Service Contract Entry. Alternatively: Daily Contract Processing (G1714), Service Contract Detail. Select Entitlement Rules from the Form menu on the Work With Contracts form.	Define the entitlement rules sequence for service contracts.
Supplier Entitlement Sequence Rules	W17201D	Daily Contract Processing (G1714), Supplier Contract Entry. Alternatively: Daily Contract Processing (G1714), Supplier Contract Detail. Select Rules Sequence from the Form menu on the Work with Supplier Contracts form.	Define the entitlement rules sequence for supplier contracts.
Work With Entitlement Inquiry	W1723D	Daily Contract Processing (G1714), Service Entitlement Inquiry.	Search for and review entitlement information for service contracts.
Work with Supplier Contracts	W17201A	Daily Contract Processing (G1714), Supplier Entitlement Inquiry.	Search for and review entitlement information for supplier contracts.
Cancel Contract	W1721C	Select Cancel Contract from the Form menu on the Contract Revisions form.	Cancel contracts.
Suspend Contract	W1721B	Select Suspend Contract from the Form menu on the Contract Revisions form.	Suspend contracts.
Cancel/Suspend Contract Line	W1721F	On the Contract Revisions form, select the row that you are canceling or suspending, and select Cancel/Suspend from the Row menu.	Cancel and suspend contract detail lines.
Credit Contract Line	W1721K	On the Contract Revisions form, select the detail line that you want to credit, and select Credit Line from the Row menu.	Credit contract detail lines.

Page Name	Object Name	Navigation	Usage
Enter Prepayment Information	W004201B	Select Prepayments from the Form menu on the Contract Revisions form.	Create contract prepayment transactions.
Available Versions	W98305WA	Periodic Contract Processing (G1724), Contract Renewal Letters.	Generate versions of contract renewal letters.

Entering Supplier Contract Header Information

Access the Supplier Contract Header form.



Supplier Contract Header form

Contract Type Enter a user defined code (17/TY) that specifies the types of available contracts.

Contract Status Enter a user defined code (17/CO) that defines the contract status. For example, the contract status might indicate whether the customer has accepted the contract.

Start Date Enter the date you actually start work on the contract.

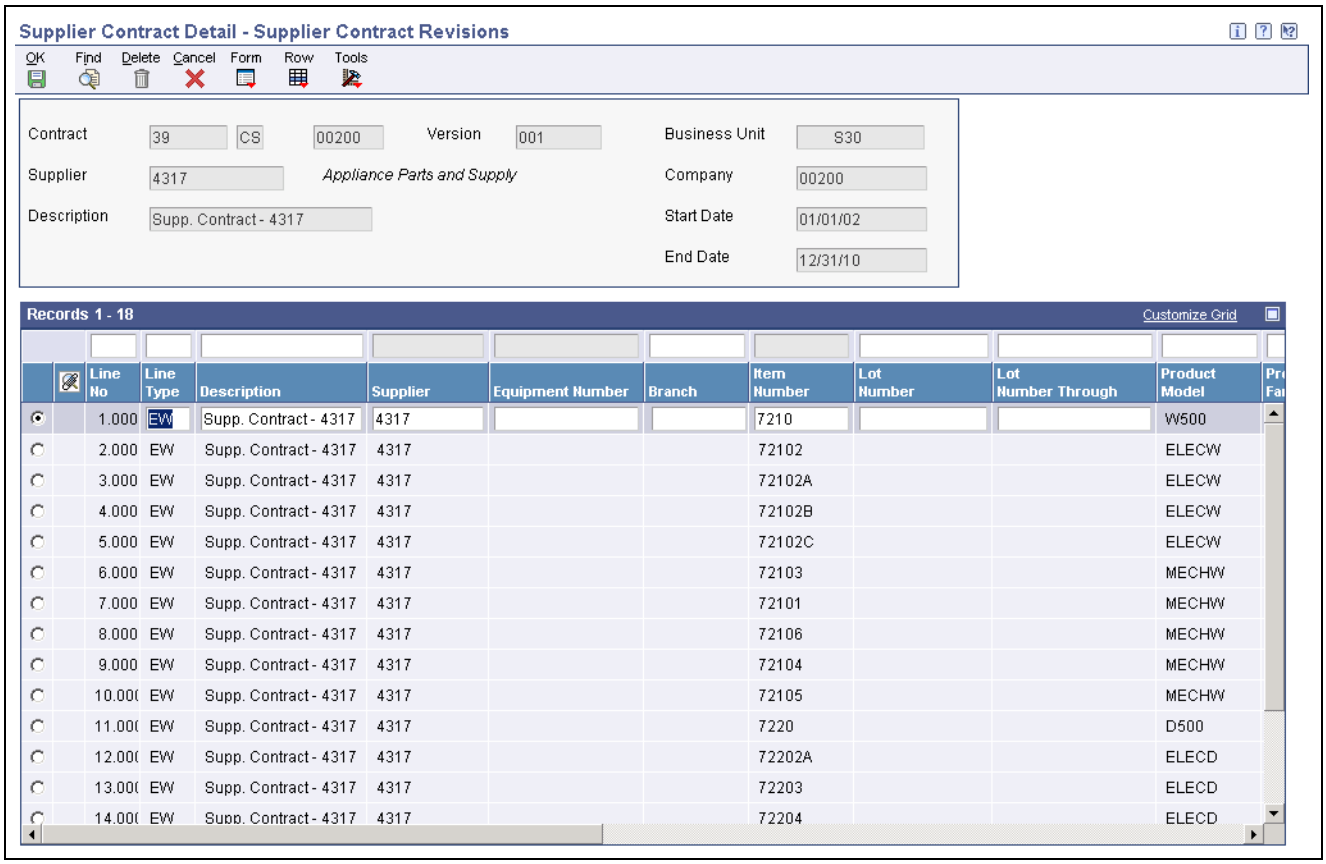
End Date Enter the date you actually completed work on the contract.

To further categorize this contract, complete any of the category code fields on the Category Codes tab.

The system uses Next Numbers to assign a contract number in the Contract field and then displays the Supplier Contract Revisions form, where you can add contract detail.

Entering Supplier Contract Detail Information

Access the Supplier Contract Revisions form.



Supplier Contract Revisions form

Line Type Enter a code that controls how the system processes lines on a transaction. The line type rules are set up in the line type constants.

Lot Number Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

The lot number is required if the inventory option for lot number required is set to Y.

Product Model Enter a code that classifies an inventory item into a model for customer service. Examples include Laser Printer, Inkjet, or Fax.

Product Family A code that classifies an inventory item into a group for customer service. Examples include Laser Printer, Inkjet, or Fax.

Meter Reading 1 Enter the meter reading balance of meter 1.

If applicable, enter meter reading balances in the Meter Reading 2 and Meter Reading 3 fields.

Coverage Group Enter a user defined code that specifies the Coverage Group. The Coverage Group consists of unlimited cost codes and the percentage covered for each cost code.

The coverage group is required.

Service Adjustment Schedule Enter a user defined code (40/AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

Covered G/L Cat Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction.

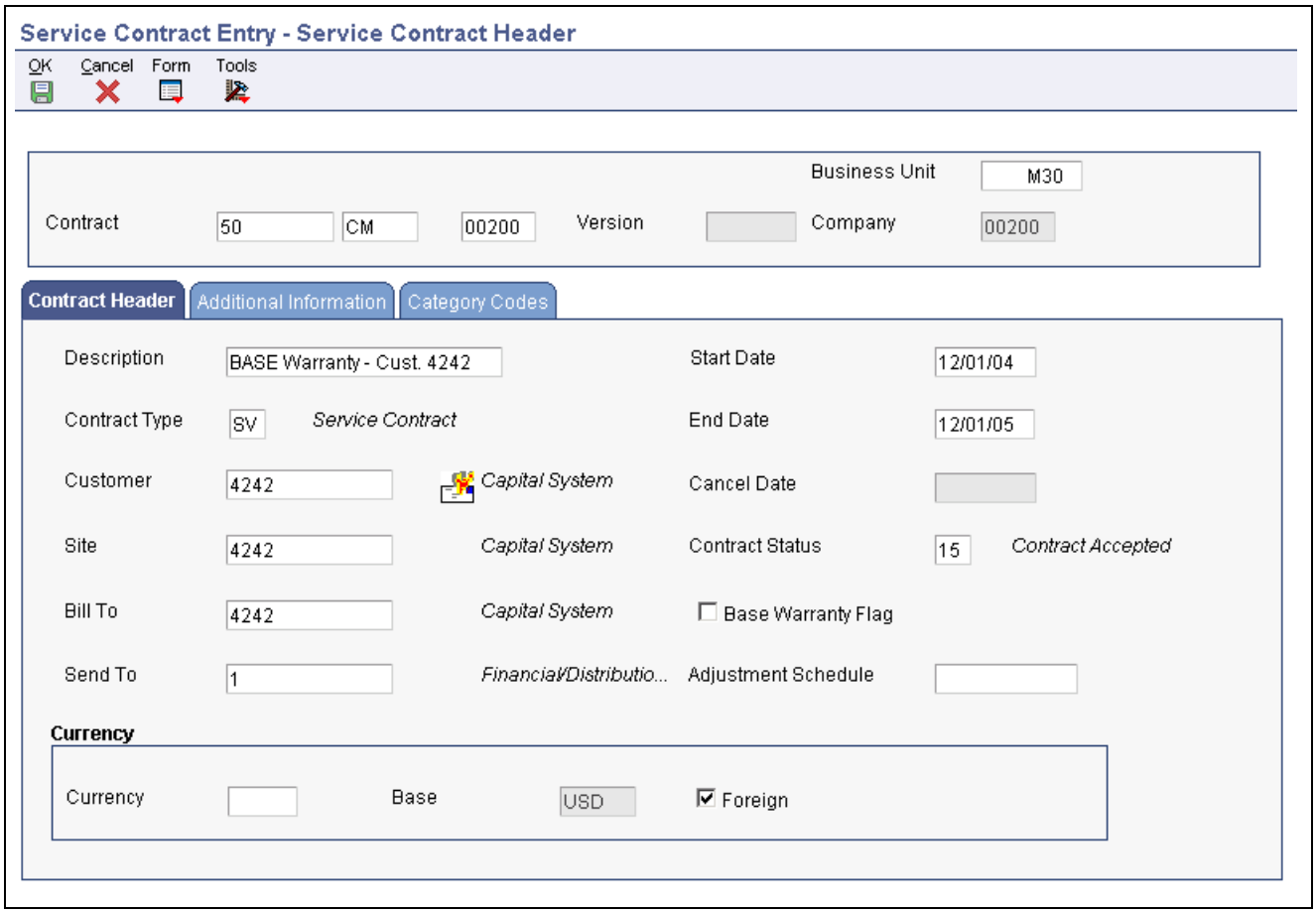
If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the G/L Offset from Inventory.

Non-Covered G/L Category Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction.

If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the G/L Offset from Inventory.

Entering Service Contract Header Information

Access the Service Contract Header form.



Service Contract Header form

Contract Header

If you are using multicurrency, review the values in the Currency, Base, and Foreign fields and override them if necessary.

Start Date Enter the date you actually start work on the contract.

End Date Enter the date you actually completed work on the contract.

Contract Status Enter a user defined code (17/CO) that defines the contract status. For example, the contract status might indicate whether the customer has accepted the contract.

The default value for the Status field is set in the processing options.

Base Warranty Flag To include the base warranty under this contract when running the Equipment Master Update from Ship Confirm program, click the Base Warranty Flag.

Only one contract per customer can have the base warranty option enabled.

Adjustment Schedule Enter a user defined code (system 40, type AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the

schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

Additional Information

Payment Terms

Enter a code that specifies the terms of payment, including the percentage of discount available if the invoice is paid by the discount due date. Use a blank code to indicate the most frequently-used payment term. You define each type of payment term on the Payment Terms Revisions form. This code prints on customer invoices.

Examples of payment terms include:

Blank: Net 15.

001: 1/10 net 30.

002: 2/10 net 30.

003: Due on the 10th day of every month.

006: Due upon receipt.

Payment Instrument

Enter a user defined code (00/PY) that specifies how payments are made by the customer. For example:

C: Check

D: Draft

T: Electronic funds transfer

If this contract is being prepaid, enter a value in thePayment Instrument field to indicate the type of prepayment.

Renewal Flag

Enter a user defined code (17/YN) that specifies whether the contract detail line is included in the data selection for contract renewals. Regardless of the value that you enter, this code does not prevent the system from renewing a contract.

Proforma Invoice

Enter an alphanumeric UDC that identifies different versions of the same invoice format. For example, you might use the codes *D* and *F* to differentiate draft formats from final invoice formats.

Tax Expl Code

Select a hard-coded user defined code (00/EX) that controls the algorithm that the system uses to calculate tax and G/L distribution amounts. The system uses the tax explanation code in conjunction with the tax rate area and tax rules to determine how the tax is calculated. Each transaction pay item can be defined with a different tax explanation code.

Tax Rate/Area

Enter a code that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and G/L distribution amounts when you create an invoice or voucher.

Parent Contract Number

Enter the parent contract number to which this particular contract is attached.

Parent Contract Type

Displays the parent contract type to which this particular contract is attached.

Parent Contract Company

Displays the parent contract document company.

Exchange Rate Enter a number (exchange rate) that the system uses to multiply a foreign currency amount by to calculate a domestic currency amount. The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions.

Cancellation Notice Period Enter the cancellation period associated with a contract.

Factor Type Enter a code that indicates whether the factor value is a multiplier (%) or an additional/deductible cash amount ($) when applied to an order's price.

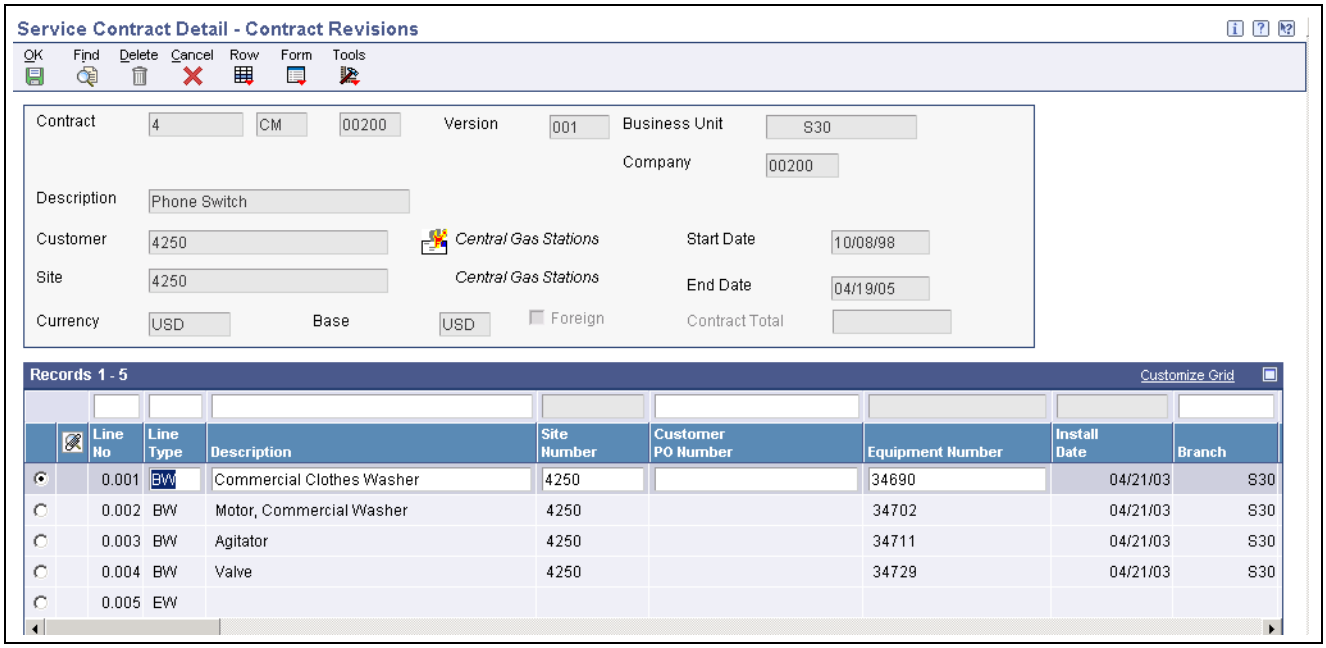
Cancel Fee The fee billed to a customer when cancelling a contract.

To further categorize this contract, complete any of the category code fields on the Category Codes tab.

The system uses next numbers to enter a default contract number in the Contract field and then displays the Contract Revisions form.

Entering Service Contract Detail Information

Access the Contract Revisions form.



Contract Revisions form

Site Number Enter a user-defined name or number that identifies an address book record. You can use this number to locate and enter information about the address book record. If you enter a value other than the address book number (AN8), such as the long address or tax ID, you must precede it with the special character that is defined in the Address Book constants. When the system locates the record, it returns the address book number to the field.

For example, if address book number 4100 (Total Solutions) has a long address TOTAL and an * distinguishes it from other entries (as defined in the Address Book constants), if you typed *TOTAL into the field, the system would return 4100.

Customer PO Number Enter an alphanumeric customer PO number. You can modify this field after the contract is billed, if necessary.

Equipment Number Enter an identification code that represents an asset. You enter the identification code in one of these formats:

- Asset number (a computer-assigned, 8-digit, numeric control number).
- Unit number (a 12-character alphanumeric field).
- Serial number (a 25-character alphanumeric field).

Every asset has an asset number. You can use unit number and serial number to further identify assets. If this is a data entry field, the first character you enter indicates whether you are entering the primary (default) format that is defined for your system, or one of the other two formats. A special character (such as / or *) in the first position of this field indicates which asset number format you are using. You assign special characters to asset number formats on the fixed assets system constants form.

Install Date Enter the date that the contract for the asset became effective.

The install date updates the equipment record date and warranty and enables the Proof of Purchase parameter.

If the Proof of Purchase parameter is already enabled, the Install Date field is disabled.

Meter Reading 1 Enter the meter reading balance for meter 1.

If applicable, enter meter readings for meters 2 and 3.

Service Package Enter the service package, which is a combination of service order type and coverage type used to define service support to which the customer is contractually entitled. A service package also contains response time and coverage group.

Billable Duration Enter the billing duration associated with a contract.

Non-Billable Duration Enter the nonbillable duration associated with a contract.

Duration Unit of Measure Enter a user defined code (system 00/type UM) that identifies the unit of measurement for an amount or quantity as it was billed. For example, it can represent a barrel, box, cubic year, gallon, an hour, and so on.

Unit of Measure Enter a user defined code (00/UM) that identifies the unit of measurement for an amount or quantity. For example, it can represent a barrel, box, cubic meter, liter, hour, and so on.

The system retrieves the unit of measure from inventory; you can override this value if necessary.

Contract Line Start Date Enter the date you actually start work on the contract.

Contract Line End Date Enter the date you actually completed work on the contract.

Bill From Enter the from date used to determine if a transaction is billed. The transaction is billed if the general ledger date falls between the from date and the through date.

Bill Through Enter the through date for billing transactions.

This field is used in the Recurring Billing module as part of a date-oriented billing method, as opposed to period-oriented billing. This field contains the latest date for which billings have been generated for the associated billing line.

If the values in the Bill From and Bill Through fields are in the same period and year, this means a one-time billing. Otherwise, you must enter a value in theBill Code Frequency field. The system then calculates a recurring billing amount.

Bill Code Frequency Enter a code that specifies how often to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Price Effective Date Enter the date that the price becomes effective. The system uses the Price Effective Date to determine the base price and all advanced price adjustments. The value loaded in this date is stored in the System Constants File (F4009).

Exchange Rate Enter a number (exchange rate) that a foreign currency amount is multiplied by or divided by to calculate a domestic currency amount.

The number in this field can have a maximum of seven decimal positions. If more are entered, the system adjusts to the nearest seven decimal positions.

Advance Pricing Enter *0* or *N* to specify that advance pricing was not used. Enter *1* or *Y* to specify advance pricing was used.

Price By Address Enter a user-defined name or number that identifies an address book record.

The system uses this field for advanced pricing from the Address Book number.

Adjustment Schedule Enter a user defined code (system 40, type AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to an adjustment schedule through the SWM additional information from Address Book. When you enter a service contract, the system copies the schedule attached to the customer into the service contract header. You can override this schedule at the detail line level.

Unit Price Enter the list or base price you charge for one primary or pricing unit of this item.

You cannot enter a value in the Unit Price field with advanced pricing.

Discount Type D/P Indicate whether the system uses a discount percent or an amount.

Discount Percent Enter the Takeoff Pricing file discount percentage

Discount Amount Enter the total amount of the discount.

Line Total Total dollars is a factor used to calculate average days to pay. The amount is equal to the sum of cash received against valid accounts receivable invoices.

The system updates the Total Dollars amount at the same time that the Weighted Days total is updated.

Recurring Billing Amount Enter a fixed amount you want to bill with each recurring frequency.

When you are billing for a specified amount over a period of time, the system calculates and enters the value in the Recurring Billing Amount field.

Billing In Advance/Arrears Enter a code to determine how a contract should be billed.

The Billing Day of Month and the Billing In Advance/Arrears fields are only used for data selection. Use the Bill From Date and the Bill Through Date fields for period and frequency.

Taxable Y/N Enter a code that indicates whether the item is subject to sales tax when you sell it. The system calculates tax on the item only if the customer is also taxable.

Tax Explanation Enter a hard-coded user defined code (00/EX) that controls the algorithm that the system uses to calculate tax and G/L distribution amounts. The system uses the tax explanation code in conjunction with the tax rate area and tax rules to determine how the tax is calculated. Each transaction pay item can be defined with a different tax explanation code.

Tax Rate/Area Enter a code that identifies a tax or geographic area that has common tax rates and tax authorities. The system validates the code you enter against the Tax Areas table (F4008). The system uses the tax rate area in conjunction with the tax explanation code and tax rules to calculate tax and G/L distribution amounts when you create an invoice or voucher.

The system retrieves tax area information from the site number in the customer address book record as the default.

No of Days In Contract Displays the number of days in the contract based on the contract start date and the contract end date.

Daily Amortization Amount Displays the daily amortization amount. This amount is the contract amount divided by the number of days in the contract.

Renewal Date Enter a date prior to the contract end date that enables the end user to prepare a renewal notice before the contract end date.

Cancel Date Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing.

Cancel Reason Enter a user defined code (17/CN) for defining reasons a contract was cancelled.

Suspend Date Enter the date when a recurring order is no longer to be processed.

If the contract has been suspended, the system displays the suspend date. The system retrieves the suspend date from the Suspend Contract form.

Cancel Amount Enter the monetary amount that has been cancelled. The monetary amount is expressed in the currency that is set up for the company initiating the transaction.

Credit Amount Enter the monetary amount the customer has been credited for this order. The monetary amount is expressed in the currency that is set up for the company initiating the transaction.

Price Cap Percentage For future use.

The price cap percentage associated with a contract.

Covered G/L Cat

Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction.

If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the G/L Offset from Inventory.

Non-Covered G/L Category

Enter a user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction.

If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the G/L Offset from Inventory.

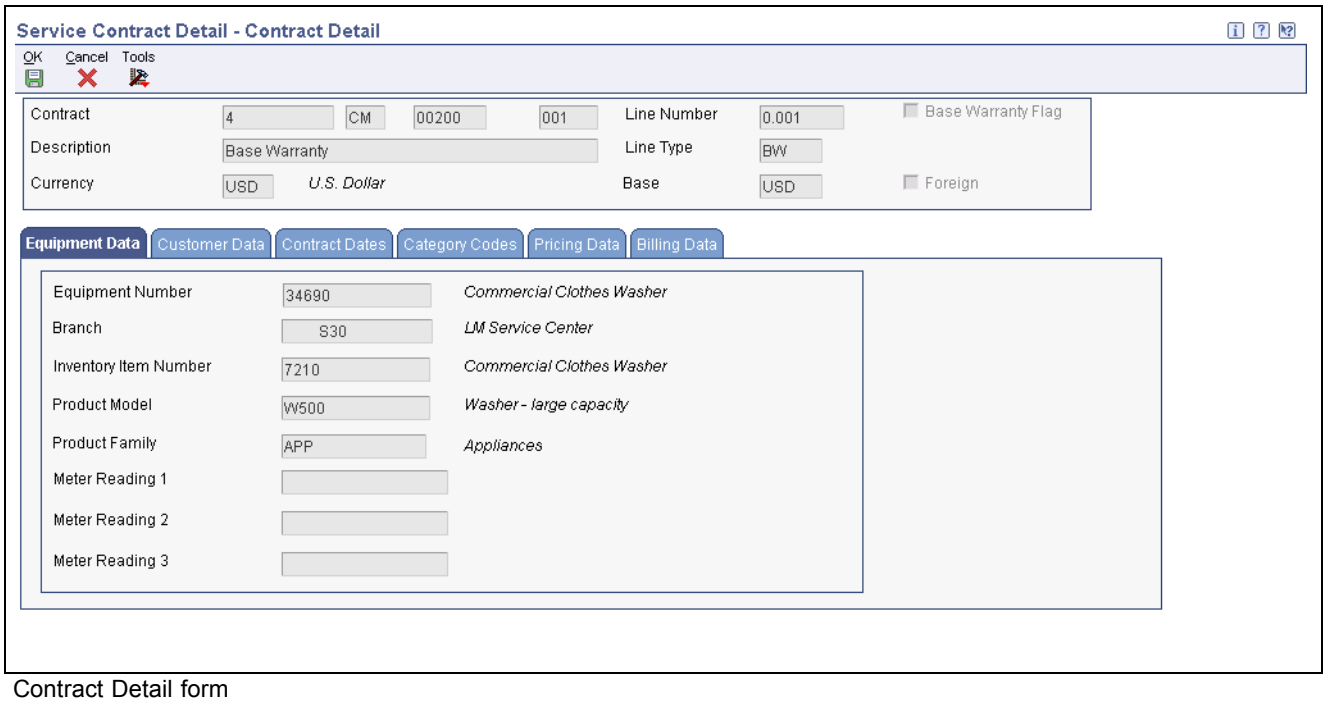
Service Adjustment Schedule

Enter a user defined code (40/AS) identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule.

You link customers to an adjustment schedule through the SWM additional information from Address Book. When you enter a service contract , the system copies the schedule attached to the advance pricing schedule for work orders from the customers SWM additional information to the detail line on the contract. You can override this schedule on each detail line.

Reviewing Service Contract Information

Access the Contract Detail form.



Contract Detail form

Review the information on these tabs, which contain inquiry-only fields:

- Equipment Data

- Customer Data
- Contract Dates
- Category Codes
- Pricing Data
- Billing Data

Renewing a Service Contract

From the Periodic Contract Processing menu (G1724), select Service Contract Renewal.

When you run the Contract Renewal program, the system generates a report identifying those contracts that expire soon and that require renewal contracts and letters. You can set processing options for price markup by percentage, renewal pricing, and leadtime for contract expiration.

The Contract Renewal program uses the MailMerge function to generate renewal letters and contracts.

Copying a Service Contract

Access the Work With Contracts form.

1. Locate the contract that you want to copy.
2. Select the contract and click Copy.
3. On Contract Revisions, modify the information as needed for the new contract.

   You can modify or delete any detail lines.
4. Click OK.

   The system assigns a new contract number in the Contract field.

Setting Processing Options for Contract Revisions (P1721)

Use these processing options to specify the default values for the Contract Revisions program.

Defaults

These processing options specify the default values that the system uses when you enter contracts. Although you can override these values for a single contract, you can specify default values (for information such as document type, business unit, company, line type, description, status, duration and quantity unit of measure) that are standard to most contracts that you enter in this version of Contract Revisions.

1. Contract Document Type Specify the document type to use as the default when you enter a contract. Enter a user defined code (00/DT) that also indicates the nature of the transaction.

2. Contract Key Company Specify which contract key company the system uses as a default when you enter a service contract. A contract key company is a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, or a sales order).

3. Copy Contract Information Specify how the system assigns the contract number when you copy contract information. Values are:

0: Create a new contract number.

1: Keep the original contract number and advance the version number.

4. Contract Line Type Specify the default line type that the system uses when you enter a contract detail line. The line type is a code that controls how the system processes lines on a transaction. When you enter a line type for a detail line on a service contract, the system verifies the line type characteristics in the S/WM Line Type Constants table (F1793).

5. Line Increment Specify the increment by which the system numbers the order lines.

6. Contract Status Specify the default contract status that the system uses when you enter a service contract. The contract status is a code that provides status information about a contract. Enter a value from UDC 17/CO.

7. Contract Type Specify the contract type (UDC 17/TY) for service contracts.

8. Contract Description Specify the detail line description that the system uses as a default when you enter a contract. Values are:

Blank: Contract header description

1: Item number description

2: Line type description

3: Product model description

4: Product family description

9. Duration Unit of Measure Specify the duration unit of measure that the system uses as a default when you enter a contract. Enter a user defined code (00/UM) that identifies the unit of measure to use in the document.

10. Quantity Unit of Measure Specify the unit of measure that the system uses as a default when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

11. Business Unit Specify the default business unit that the system uses when you enter a contract. If you leave this processing option blank, the system uses the value from Default Locations & Printers, which is based on either your terminal or user ID.

Process

These processing options define the system processing for this version of Contract Revisions.

1. Customer Number Update Specify whether the system verifies the customer number in the contract against the customer number for an equipment record on a case, a contract, or a work order. Customer number checking occurs if you change the customer number in the contract. If an inconsistency exists, this processing option also specifies whether the system updates the equipment master. Values are:

Blank: Do not verify the customer number.

1: Prompt the user to change the customer number that is associated with the equipment master.

2: Automatically update the equipment master.

2. Site Number Update

Specify whether the system updates the equipment master when you change the site number for an equipment record on a case, a contract, or a work order. Values are:

Blank: Do not update the equipment master.

1: Prompt the user to change the site number that is associated with the equipment master.

2: Automatically update the equipment master.

3. Asset Number Checking

Specify whether the system verifies if the Asset Number (Equipment/Serial/Unit) that you entered on a contract detail line exists on another contract detail line. Values are:

Blank: Bypass checking asset numbers.

1: The system checks assets numbers on contract detail lines.

4. Subledger Default for credit processing

Specify what the system uses as a default in the subledger field when you enter a credit or cancellation in a contract. Values are:

Blank: Do not use a default value in the subledger field.

1: Use the contract number.

2: Use the customer number.

3: Use the site number.

4: Use the short item number.

When you create a credit or cancel a contract detail line and the cancellation results in a credit for the contract detail line, the system creates an entry in the Service Billing Workfile (F4812) using the specified value as the subledger entry.

5. Reprice Detail Line

Specify whether the system automatically updates the order price if the contract has not been billed. If you change a value in a contract field that is used for pricing, the system updates the price based on the new value.

This processing option is not related to the Basket or Order Reprice function in the Advanced Pricing system.

Values are:

Blank: Do not automatically reprice the order line.

1: Automatically reprice the order line.

6. Advance Price Flag

Specify whether to activate Advance Pricing. Values are:

Blank: Do not activate Advanced Pricing.

1: Activate Advanced Pricing.

Edits

This processing option defines the editing process that the system performs for this version of Contract Revisions. When you enter quantities, the system verifies whether the item is a serialized item and whether you allow multiple quantities for serialized items.

1. Multiple Quantities for Serialized Items Specify whether you can enter multiple quantities (quantities that are greater than one) for a serialized item. Values are:

Blank: Do not allow multiple quantities for serialized items.

1: Allow multiple quantities for serialized items.

If you enter a serial number on the contract detail line, the quantity of the item must be *1*. If you enter an item number on the contract detail line, the system verifies the serial number requirements in the Item Branch/Plant table (F4102) and then looks at the value in this processing option before you are allowed to enter multiple quantities for a serialized item.

Line Type Rule

This processing option defines the line type processing that the system performs for this version of Contract Revisions.

1. Days Unit of Measure Specify the unit of measure that the system uses as a default when you enter a contract. The unit of measure is a user defined code (00/UM) that identifies the unit of an amount or quantity.

Prepayment

These processing options define the prepayment processing that the system performs for this version of Contract Revisions. You use prepayment processing if you are billing for contracts that the customer pays before invoicing. If you activate prepayment processing, you can choose whether this version performs authorizations or settlements, or both.

Prepayment takes place when a seller receives a form of payment from the customer at the time of order entry. Customers can use many types of prepayments, such as cash, check, and credit card. When you make any type of prepayment, the system records transaction information and indicates the payment on the invoice.

1. Prepayment Processing Specify whether to activate prepayment processing. Values are:

Blank: The system does not update prepayment processing files.

1: The system performs prepayment processing and updates the prepayment processing tables.

If you leave this option blank, the system does not display a Form exit to the Prepayment window.

If you select a value of *1*, the system updates the prepayment processing tables and allows you to access the Prepayment form.

2. Authorization Process Specify the method of authorization processing. Values are:

Blank: The system does not perform authorization processing.

1: The system processes the authorization interactively.

2: The system processes the authorization in batch or subsystem mode, based on the version.

3. Settlement Process Specify the settlement processing method. Values are:

Blank: The system does not perform settlement processing.

1: The system processes the settlement interactively.

2: The system processes settlements in batch or subsystem mode, based on the version.

4. Authorize Prepayment Transaction (R004201) version. Specify the version of Authorize Prepayment Transactions (R004201) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

5. Settle Prepayment Transaction (R004202) version. Specify the version of Settle Prepayment Transactions (R004202) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

Versions

These processing options specify the versions of programs to launch from the Contract Revisions form.

1. Work With Equipment Master (P1701) Version Specify the version of the Work with Equipment Master program (P1701) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Equipment Master Revisions (P1702) Version Specify the version of the Equipment Master Revisions program (P1702) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Price History (P4074) Version Specify the version of Price History (P4074) that the system uses when you select Price History from the Row menu on the Contract Revisions form. If you leave this option blank, the system uses the ZJDE0001 version.

4. A/B Modifications (P01012) Version Specify the version of the Address Book program (P01012) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Quick Customer Add (P01015) Version Specify the version of the Quick Customer/Contact Add program (P01015) that you access from the Contract Revisions form. If you leave this processing option blank, the system uses the ZJDE0001 version.

Copy Defaults

These processing options specify the default values that the system uses when you copy contracts.

1. Media Objects Specify whether the system copies media objects to a new contract. Values are:

Blank: Do not copy media objects.

1: Copy the header media objects.

2: Copy the detail media objects.

3: Copy both the header and the detail media objects.

2. Specific Media Object Specify how the system copies specific media objects to new contracts. Values are:

Blank: Copy both internal and external comments to new contracts.

1: Copy internal comments to new contracts.

2: Copy external comments to new contracts.

3. Tax Information Specify how the system generates tax information for a new contract. Values are:

Blank: Copy the tax information from the original contract to the new contract.

1: Retrieve the tax information from the site number.

4. Discount Information Specify whether the system copies the discount information to a new contract. Values are:

Blank: Copy the discount information to a new contract.

1: Do not copy the discount information to a new contract.

5. Currency Code Specify how the system generates the customer currency. Values are:

Blank: Use the customer currency from the original contract.

1: Use the customer currency from the customer master.

6. Document Type Specify how the system generates the document type for a new contract. Values are:

Blank: Copy the document type of the original contract to the new contract.

1: Use the default document type specified in the processing options for the Contract Revisions program (P1721).

7. Key Company Specify how the system generates the key company for a new contract. Values are:

Blank: Copy the key company from the original contract to the new contract.

1: Use the key company specified in the processing options for the Contract Revisions program (P1721).

8. Header Business Unit Specify how the system generates the header business unit for a new contract. Values are:

Blank: Copy the header business unit from the original contract to the new contract.

1: Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

9. Line Description Specify how the system generates the line description for a new contract. Values are:

Blank: Copy the line description from the original contract to a new contract.

1: Use the line description specified in the processing options for the Contract Revisions program (P1721).

Setting Processing Options for Work With Contracts (P1720)

Use thee processing options to specify the default values for the Work With Contracts program.

Defaults

These processing options supply default values for reviewing contracts.

1. Default Contract Document Type (Required) Specify the default document type that appears on the Work with Contracts form. Enter a value from UDC 00/DT.

2. Default Key Company Specify the default key company number. Along with order number and order type, a key company is a number that uniquely identifies an order document (such as a purchase order, a contract, or a sales order).

Versions

These processing options specify the versions of programs to launch from the Work With Contracts form. When you add a new contract or you review the details of an existing contract, the system uses a version of Contract Revisions (P1721) that you specify in these processing options. You can locate the processing options for P1721 on the Interactive Versions form.

1. Service Contract Revisions (P1721) version Specify the version of Contract Revisions (P1721) that the system uses when you add or copy a contract. If you leave this option blank, the system uses the ZJDE0001 version.

2. Contract Print (R1733) version Specify the version of the Contract Print program (R1733) that the system uses to print contracts from the Work With Contracts form. If you leave this processing option blank, the system uses the XJDE0001 version.

Process

This processing option specifies the order in which you want to display the contract header and detail forms.

1. Display Header or Detail first Specify whether the system first displays the header revisions form or the detail revisions form when you add or inquire on a service contract. Values are:

Blank: Display the Contract Revisions form (detail) first.

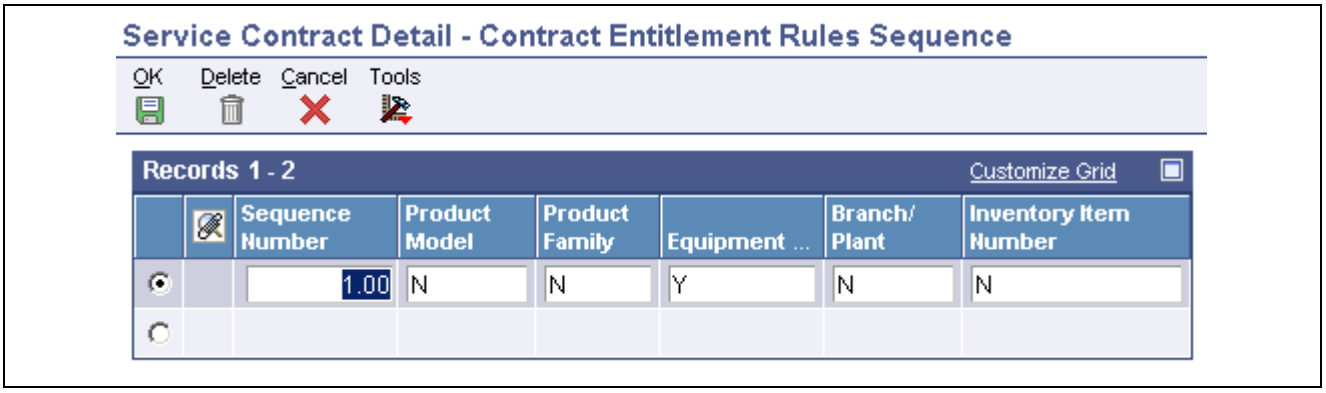
1: Display the Service Contract Header form first.

If you display the detail form first, the system creates a contract header record based on the branch/plant and customer or site information that you enter in the detail form. You can then access the header form to override default information as necessary.

If you display the header form first, you can enter header information before detail information. You can edit the defaults that affect the contract as well as add or review additional header information, such as billing instructions or payment terms.

Defining the Entitlement Rules Sequence for Service Contracts

Access the Contract Entitlement Rules Sequence form.



Contract Entitlement Rules Sequence form

Enter *Y* or *N* in these fields:

- Product Model
- Product Family
- Equipment Number
- Branch/Plant
- Inventory Item Number

Defining the Entitlement Rules Sequence for Supplier Contracts

Access the Supplier Entitlement Sequence Rules form.

Enter *Y* or *N* in these fields:

- Product Model
- Product Family
- Equipment Number
- Branch/Plant
- Inventory Item Number

Reviewing Entitlement Information for Service Contracts

Access the Work With Entitlement Inquiry form.

Include Customer Children	Click this option if you want to display all contracts based on a child of the customer number.
Include Equipment Children	Click this option if you want to display all contracts based on a child of the equipment number.
Include Canceled	Click this option if you want to display cancelled contracts in the detail area of the form.
Include Suspended	Click this option if you want to display suspended contract lines in the detail area of the form.
Include Expired	Click this option if you want to display expired contract lines in the detail area of the form. An expired contract is one that has an end date less than today's date.

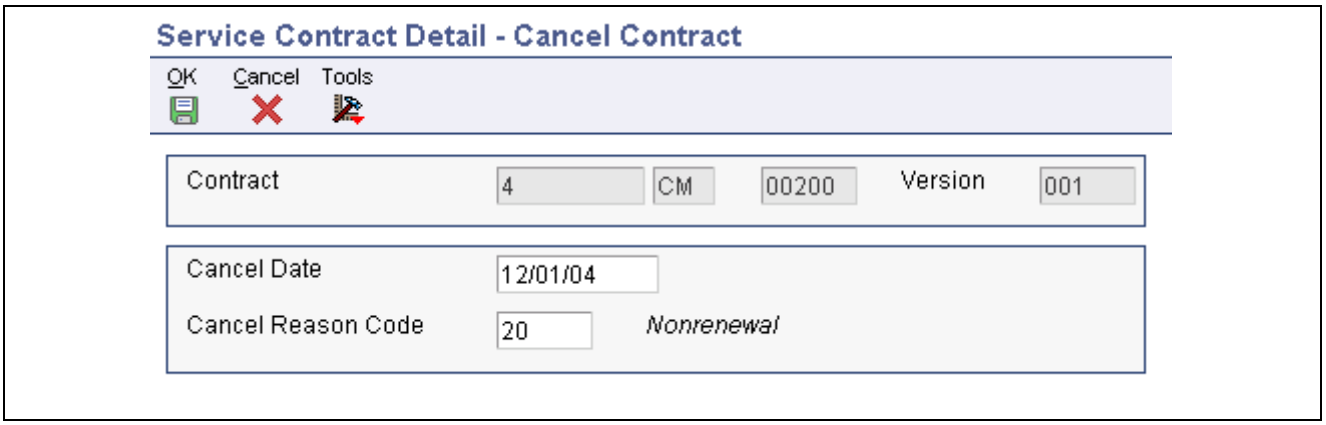
Reviewing Entitlement Information for Supplier Contracts

Access the Work with Supplier Contracts form.

Complete any of the fields on the tabs to define your search criteria, and click Find.

Canceling Contracts

Access the Cancel Contract form.



Cancel Contract form

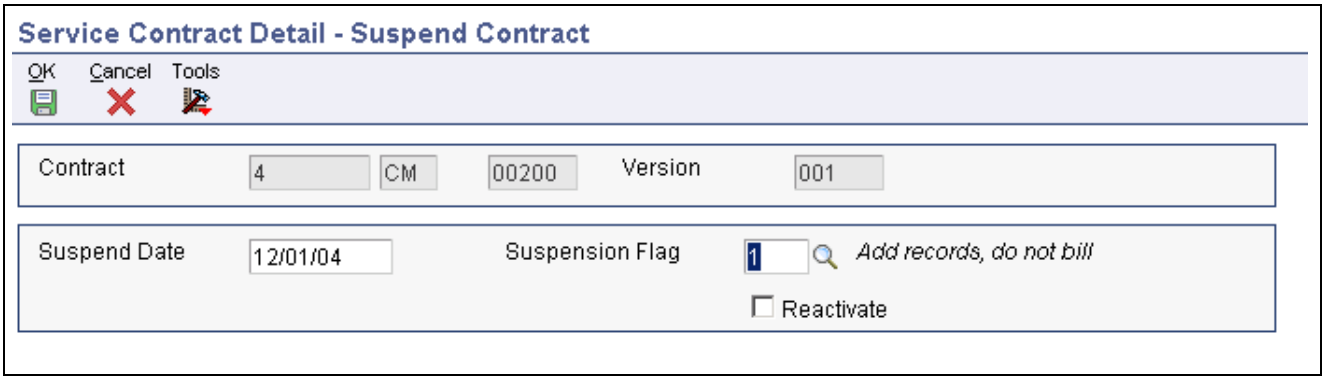
Cancel Date Enter the date that the order should be canceled if the goods have not been sent to the customer or the goods have not been received from the supplier. This is a memo-only field and does not cause the system to perform any type of automatic processing.

Cancel Reason Code Enter a value from UDC 17/CN to define the reason a contract was cancelled.

The system calculates any paid amounts that should be credited as a result of canceling the contract.

Suspending Contracts

Access the Suspend Contract form.



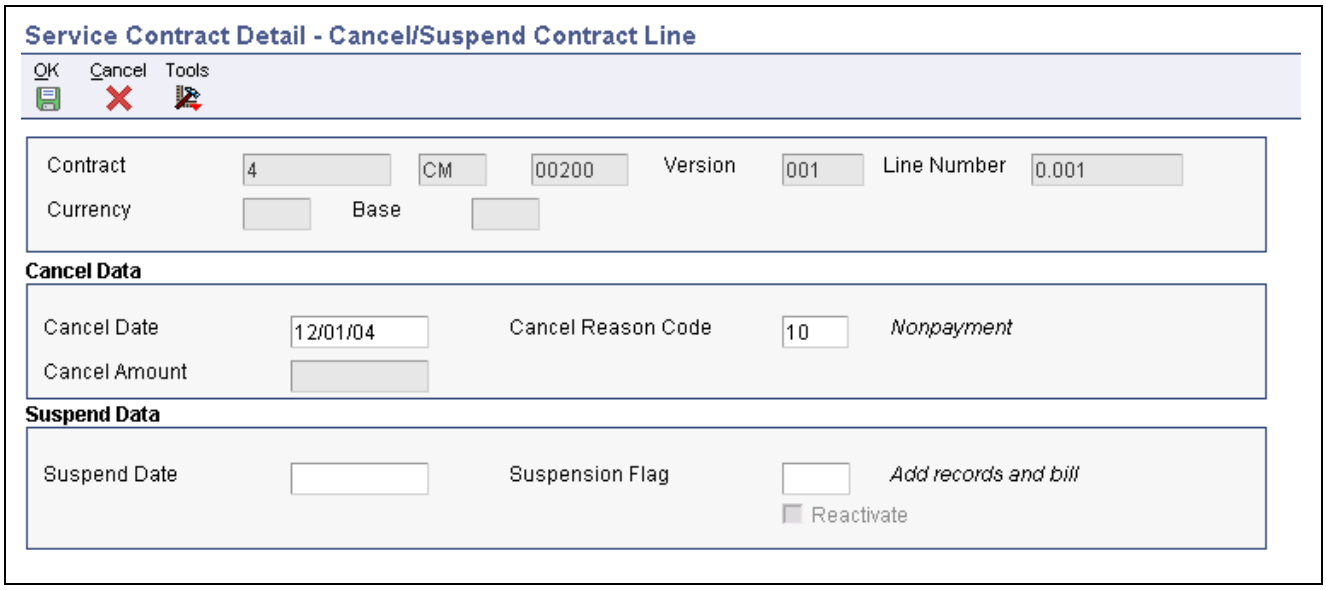
Suspend Contract form

When you suspend a contract, the system still displays the contract as entitled. However, the system does not create billing records until the contract is no longer suspended.

To reactivate a suspended contract, click the Reactivate option. When you reactivate a suspended contract, the system resumes contract billing.

Canceling and Suspending Contract Detail Lines

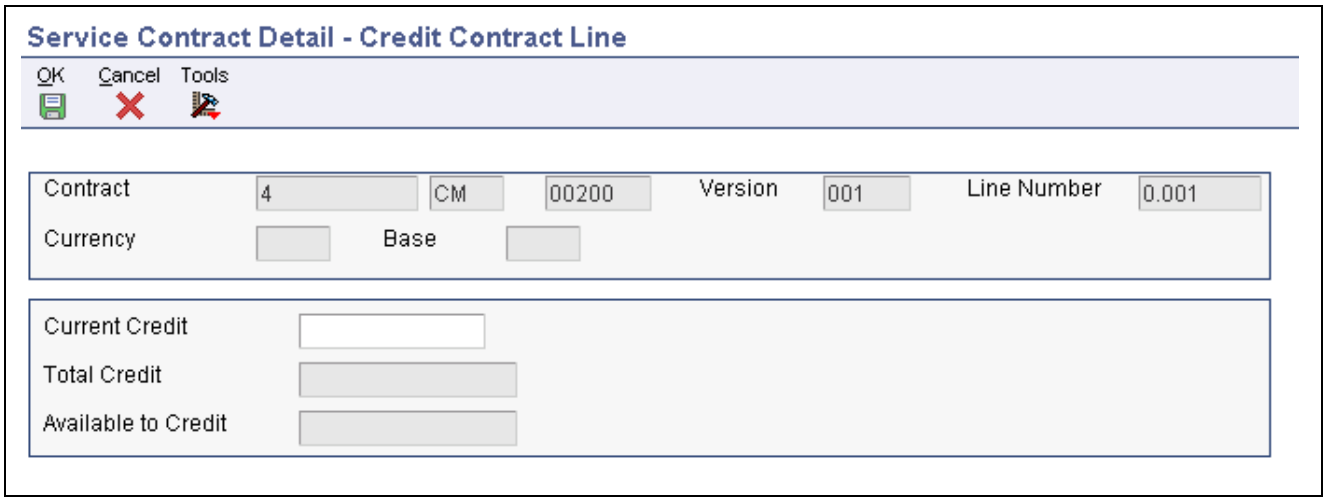
Access the Cancel/Suspend Contract Line form.



Cancel/Suspend Contract Line form

Crediting Contract Detail Lines

Access the Credit Contract Line form.



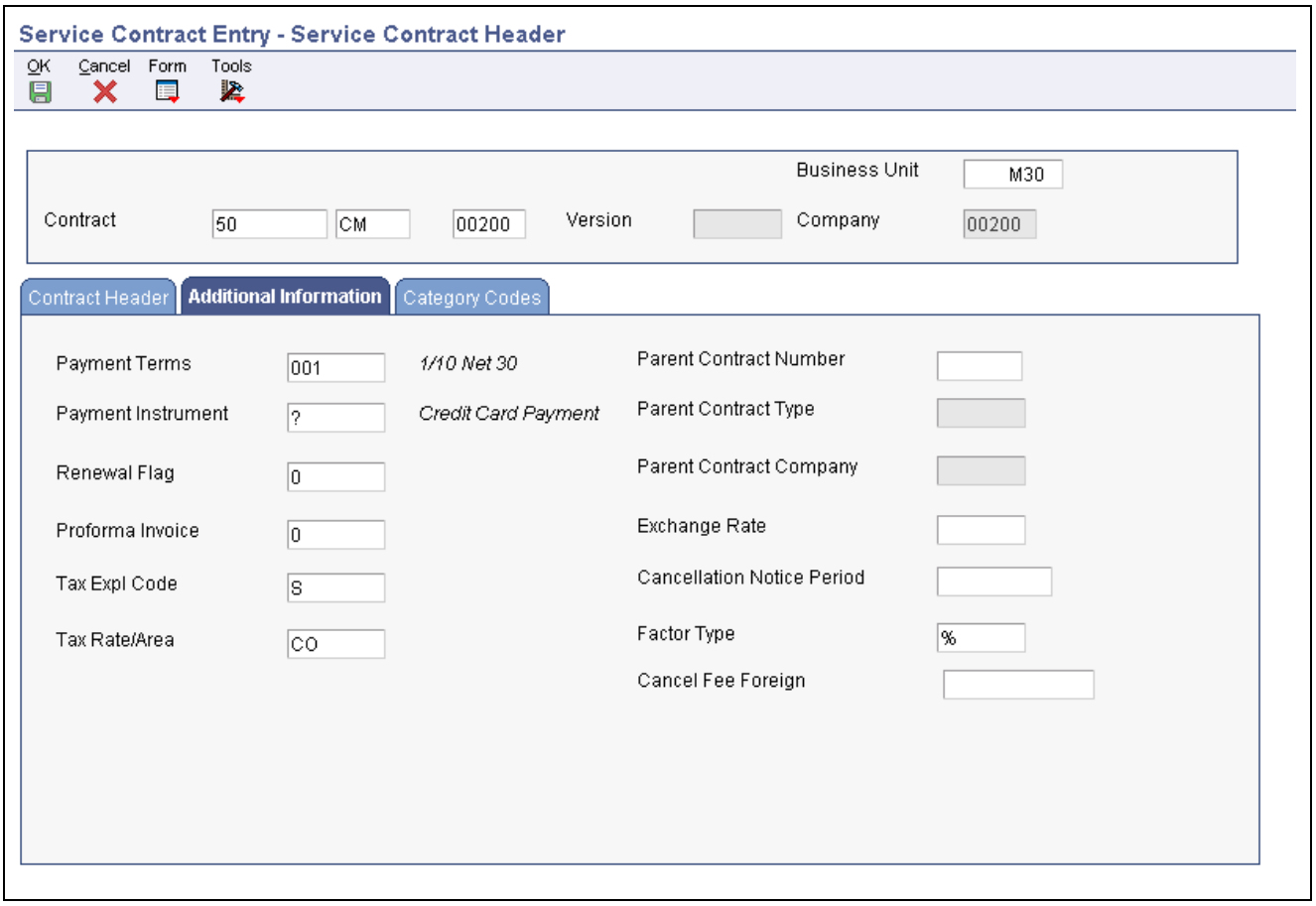
Credit Contract Line form

You can credit a detail line on a contract.

Complete the Current Credit field. The credit amount must be equal or less than the billed amount.

Creating Contract Prepayment Transactions

Access the Service Contract Header form. Click the Additional Information tab.



Service Contract Header form, Additional Information tab

To create contract prepayment transactions:

1. Click the Additional Information tab.
2. Change the value in the Payment Instrument field to indicate that this is a prepayment. The special handling code for the payment instrument (UDC 00/PY) must equal one of these values:
   - *11:* Cash
   - *12:* Check
   - *13:* Credit Card

   After you click the visual assist, the special handling code appears when you click Revisions on the Select User Defined Code form.

   Note. You cannot make this change if the contract has already been billed.
3. Click OK twice.
4. On Contract Revisions, select Prepayments from the Form menu.

   You can only enter prepayment information for the contract after you have entered the contract detail lines.
5. On Enter Prepayment Information, review and update the appropriate information.
6. Click OK.

Note. The contract cannot be billed yet to create a transaction.

Depending on your processing option setup, the system authorizes or settles transactions after you create prepayments.

Generating Contract Renewal Letters

After you set up Mail Merge templates for contract renewals, you can generate your renewal letters.

Select Periodic Contract Processing (G1724), Contract Renewal Letters.

Select the version of the letter that you want to generate.

See Also

Chapter 5, "Managing Contracts ," Setting Up MailMerge Documents for Contract Renewals , page 126

Reviewing Contract Renewal Letters

Select Periodic Contract Processing (G1724), View Letters.

Select the contract renewal letter that you want to review.

Letter Name Enter the name of a web mail merge letter, if you want to search on the name.

Letter Description Enter the description for a web mail merge letter, if you want to search on the description.

Setting Processing Options for Contract Renewal Letters (R1731)

Do not modify EnterpriseOne demo versions, which are identified by ZJDE or XJDE prefixes. Copy these versions or create new versions to change any values, including the version number, version title, prompting options, security, and processing options.

Defaults

These processing options specify the default values that the system uses when you create contract renewal letters.

1. Mailing Date Specify the mailing date that the system prints on renewal letters. If you leave this processing option blank, the system prints the current date.

2. Mailing Address Book Information Specify the Address Book number that the system prints on renewal letters. Values are:

Blank: Customer number

1: Site number

2: Bill-to number

3: Send-to number

3. Contract Status Specify the status that the system assigns to the contract after the system generates a renewal letter. Enter a value from UDC 17/CO.

4. Number of Days Specify the number of days to use when you print renewal letters. Values are *1* through *999*.

Process

These processing options specify the default values that the system uses when you process contract renewal letters.

1. Renewal Letter Document (REQUIRED) Specify which Renewal Letter document the system uses from the MailMerge (P05MMS) application.

Billing for Contracts

This section provides overviews of the billing process, AAIs for contracts setup, contract billing for service management, and contract workfile generation; lists prerequisites; and discusses how to:

- Set processing options for service contract workfile generation (R1732).
- Review contract billing information.

Understanding the Billing Process

The typical billing process includes accumulating contracts to bill, creating and printing invoices, and recording journal entries for income and receivables.

Service Management is integrated with the Accounts Receivable and General Accounting products. The billing process is the same whether billing for contracts or for work orders. Once you set up the billing details in Service Management, the system runs the billing process and updates Accounts Receivable with invoice information and General Accounting with revenue information.

Invoices are based on billable contracts. The first step in the billing process is to accumulate billable contracts. When you run SWM Contract Workfile Generation, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721), and creates Billing Detail Workfile records (F4812).

You can review billing information for your contracts by running the Service Contract Workfile Generation program (R1732) in proof mode and looking at the edit report. After you run proof and final mode, you review billing information in two ways:

- Billing/Amortization Control Inquiry.
- Work with Billing Details form.

You cannot change records after you have run the Contract Workfile Generation program in final mode. The system updates the Contract Detail table (F1721) to reflect billed records. If the records are not processed through the Service Billing program, the accounts receivable records will not match the Service Management records.

Understanding AAIs for Contracts Setup

To bill contracts, you must identify information about your account structure and specific account values to process business transactions properly. You define your account structure and specific account values by using automatic accounting instructions (AAIs). The system stores the AAI values in the Automatic Accounting Instructions table (F06904). Whenever a program performs an accounting function, it accesses the Automatic Accounting Instructions table.

Distribution AAIs define the rules by which Service Management and the general ledger interact. Accounting AAIs define the rules by which Service Management and Accounts Receivable interact. When you define AAIs, you establish how the systems process transactions for various programs.

Contract-related distribution AAIs consist of:

- 1750, Contract Revenue.
- 1751, Contract Short-Term Revenue.
- 1752, Contract Long-Term Revenue.
- 1753, Contract Cancel Fees.

Based on key fields, the system retrieves the G/L account to use when creating an entry in the Billing Detail Workfile table (F4812). The key fields are:

- Company
- Doc Type
- G/L Category Code

Based on these key fields, the system creates journal entries using:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the document type and company from the contract, and identifies the appropriate G/L class code according to a search hierarchy.

Hierarchy for G/L Class Codes for Contracts

This hierarchy applies to the G/L class codes for contracts:

1. Based on the service package on the contract detail line, the system looks up the G/L class code in the Service Contract Service Package table (F1729). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.
2. If the G/L class code in the Service Contract Service package table is blank, then the system uses the branch/plant and the item number on the contract detail line to retrieve the G/L class code from the Item Branch File table (F4102). If the G/L class code is not blank, then the system uses this value to retrieve the G/L account from the distribution AAIs.
3. If the G/L class code in the Item Branch File table is blank, then the system uses the item number on the contract detail line to retrieve the G/L class code from the Item Master table (F4101). If the G/L class code is not blank, then this is the G/L class code used to retrieve the G/L account from the distribution AAIs.
4. If the G/L class code on the Item Master table is blank, the system uses the line type on the contract detail line to retrieve the G/L class code from the Line Type Control Constants File table (F40205). If the G/L class code is not blank, then this is the G/L class code.

5. If the G/L class code in the Line Type Control Constants File table is blank, then the system uses a blank value to retrieve the G/L account from the distribution AAIs.

After the system finds an entry in the Distribution AAIs for company, document type, and G/L class code, the system determines the responsible business unit (branch/plant), based on the search hierarchy for responsible business unit for service contracts.

Hierarchy for Responsible Business Unit

If the business unit of AAI is blank, the system locates the responsible business unit based on the value that is specified in the Responsible Business Unit field, which is located on the Contracts tab in the SWM Constants.

In the SWM Constants, you can select one of these options for the system to use to locate the responsible business unit:

Option	Description
Item Branch Master - Service/Warranty Extension (F41171) or Item Master - Service/Warranty Extension (F4117)	The system uses the branch/plant and item number on the contract detail line to find the responsible business unit in the Item Branch Master - Service/Warranty Extension (F41171). If the branch/plant is blank, the system uses the item number on the contract detail line to find the responsible business unit in the Item Master - Service/Warranty Extension (F4117). If the business unit exists in table F41171 or F4117, the system uses this business unit in the resulting accounting journal entry.
Product Family/Model Master (F1790)	The system uses the product model on the contract detail line to find the responsible business unit in the Product Family/Model Master table (F1790). If the business unit exists in table F1790, the system uses this business unit in the resulting accounting journal entry.
Asset Master File (F1201)	The system uses the equipment number on the contract detail line to find the responsible business unit in the Asset Master File (F1201). If the business unit exists in table F1201, the system uses this business unit in the resulting accounting journal entry.
Address Book Master (F0101)	The system uses the customer number on the contract detail line to find the responsible business unit in the Address Book Master table (F0101). If the business unit for the customer exists in table F0101, the system uses this business unit in the resulting accounting journal entry.
SWM Line Type Constants (F1793) - only used for contracts	The system uses the line type on the contract detail line to find the responsible business unit in the SWM Line Type Constants table (F1793). If the business unit exists in table F1793, the system uses this business unit in the resulting accounting journal entry.

Note. If you assign a project business unit to the responsible business unit in the Business Unit Master table (F0006), the system uses the project business unit as the business unit for the account.

Understanding Contract Billing for Service Management

The typical billing process includes accumulating contracts to bill, creating and printing invoices, and recording journal entries for income and receivables.

When you generate the contract workfile, the system gathers the contracts that are eligible for billing from the Contract Detail table (F1721) and creates records in the Billing Detail Workfile (F4812). After you generate the billing workfile, you must continue the standard service billing process.

To group workfile transactions and assign invoice numbers, you run the Invoice Processing program, which summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that are the total amount of a specific invoice.

The system stores pay item information in the Invoice Summary Work File table (F4822) and updates the workfile transaction records with the new invoice information, and the sequence and summarization key information.

After you run the Invoice Processing Program, you can print invoices for your customers.

To complete the billing process, you must create A/R and G/L entries. You first create preliminary A/R and G/L entries using the Invoice Journal Generation program (R48131). You then can review the resulting reports, which are the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final A/R entries using the Create A/R Entries program (R48199). Then you can post the invoices to the general ledger.

Understanding Contract Workfile Generation

From the Periodic Contract Processing menu (G1724), select Service Contract Workfile Generation.

When you run the Service Contract Workfile Generation program (R1732), the system processes records in the Contract Detail table (F1721) and creates billing records in the Billing Detail Workfile table (F4812).

The system gathers records based on processing options, user data selections, company, fiscal date patterns, and the billing frequencies and dates from the Contract Detail table. When you run the generation program in final mode, the system creates records in the Service Billing workfile. Then the Service Billing system creates workfile transactions that are the basis for the Accounts Receivable and General Accounting systems. To bill and invoice a contract detail line, you must run the generation program in final mode. The system calculates the taxes during the workfile generation.

Important! When you have billed a contract detail line in final mode, you cannot change it.

After you generate the contract workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121).
- Printing invoices.
- Generating the Invoice Journal using the Journal Generation program (R48131).
- Creating A/R and G/L entries using the Create A/R Entries program (R48199).
- Posting the A/R and G/L entries using the standard General Ledger Post Report program (R09801).

Prerequisite

Set up distribution AAIs.

Forms Used to Bill for Contracts

Form Name	Form ID	Navigation	Usage
Available Versions	W98305WA	Periodic Contract Processing (G1724), Service Contract Workfile Generation.	Create billing records.
Billing/Amortization Control Inquiry	W1794A	Periodic Contract Processing (G1724), Billing/Amortization Inquiry.	Review contract billing information.

Setting Processing Options for Service Contract Workfile Generation (R1732)

Use these processing options to specify the default values for the Service Contract Workfile Generation program.

Defaults

These processing options supply default values for billing service contracts.

1. Date to bill through. Specify the bill-through date for service contracts. If you leave this processing option blank, the system uses the current date.

2. Do catch-up billing. Specify whether the system performs catch-up billing, which is billing for time periods that are before the current billing period. Values are:

Blank: Do not perform catch-up billing.

1: Perform catch-up billing.

3. Subledger Field Default Specify the default value of the subledger field. Values are:

Blank: No default subledger

1: Contract number

2: Customer number

3: Site number

4: Short item number

4. Address Book Number To Display Specify which address book number the system displays on the billing report. Values are:

Blank: Customer number

1: Site number

2: Bill-to number

Process

These processing options specify defaults for reports and error recording.

1. Proof or Final Mode Specify whether the system processes the Workfile Generation report in proof or final mode. Values are:

Blank: Process the report in proof mode.

1: Process the report in final mode.

2. Work Center Or Report Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

Vertex

These processing options specify tax defaults.

1. Service Contract Tax Type Specify how to tax service contracts. This processing option only pertains if you are implementing the Vertex Quantum sales and use tax software (third party tax software). Values are:

LEASE: Lease Tax

PURCH: Purchase Tax

RENTAL: Rental Tax

SALE: Sales Tax

SERVIC: Service Tax

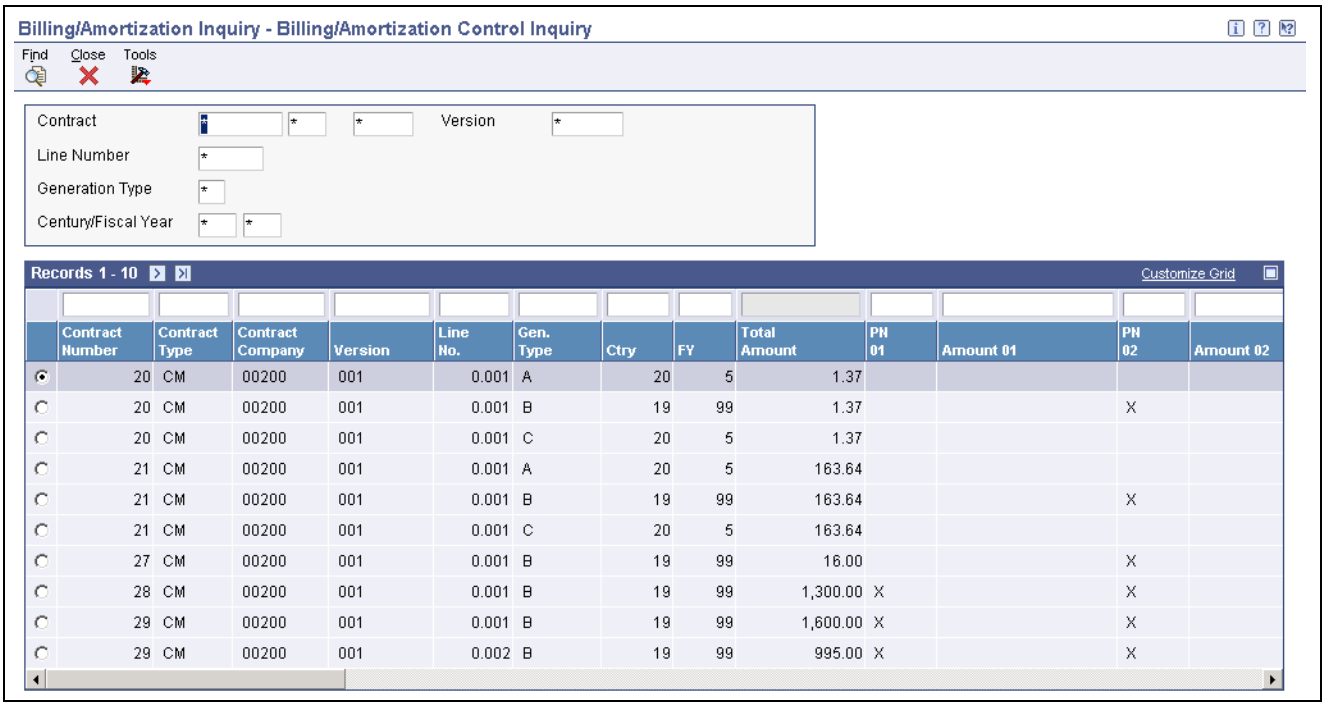
2. Use Site GeoCode if no Business Unit GeoCode Specify whether the Site GeoCode will be used for Ship From and Order Acceptance if the Business Unit does not have a valid GeoCode defined. If left blank, an error will occur if the Business Unit does not have a valid GeoCode. Values are:

Blank: Do NOT use Site GeoCode.

1: Use Site GeoCode.

Reviewing Contract Billing Information

Access the Billing/Amortization Control Inquiry form.



Billing/Amortization Control Inquiry form

Contract Type Enter a user defined code (00/DT) that identifies the type of document. The document types for service contracts are defined in the Document Type Master table (F40039) from the Document Type Maintenance program (P40040).

Contract Company Enter a number that, along with order number and order type, uniquely identifies an order document (such as a purchase order, a contract, a sales order, and so on).

If you use the Next Numbers by Company/Fiscal Year facility, the Automatic Next Numbers program (X0010) uses the order company to retrieve the correct next number for that company. If two or more order documents have the same order number and order type, the order company lets you locate the desired document.

If you use the regular Next Numbers facility, the order company is not used to assign a next number. In this case, you probably would not use the order company to locate the document.

Version Enter the change number of the contract. The change order number of the base contract is always initialized to 000. Each time you enter a change order for a contract, the system automatically increases the change order number by one.

For example, the base contract is the change order number 000, the first change order is 001, the second is 002, and so on.

Line No. Displays a number that identifies multiple occurrences, such as line numbers on a purchase order or other document. Generally, the system assigns this number, but in some cases you can override it.

Gen. Type Enter a code that identifies the type of billing transaction. Examples are:

A: Recognized Revenue

B: Long Term Revenue (billing creates)

C: Short Term Revenue

D: Foreign Recognized

E: Foreign Long Term

F: Foreign Short Term

G: Credit Recognized Revenue

H: Credit Long Term Revenue

I: Credit Short Term Revenue

J: Foreign Credit Recognized

K: Foreign Credit Long Term

L: Foreign Credit Short Term

Ctry Enter the calendar century associated with the year. Enter is the first two digits of the year. For example, *19* indicates any year beginning with 19 (1998, 1999), *20* indicates any year beginning with 20 (2000, 2001), and so on.

FY Enter a number that identifies the fiscal year. Generally, you can either enter a number in this field or leave it blank to indicate the current fiscal year (as defined on the Company Setup form).

Specify the year at the end of the first period rather than the year at the end of the fiscal period. For example, a fiscal year begins October 1, 1998, and ends September 30, 1999. The end of the first period is October 31, 1998. Specify the year *98* rather than *99*.

Total Amount Displays the total of the amount billed or amortized for that specific record.

Working with the Amortization Process

This section provides overviews of amortization and amortization workfile generation, lists prerequisites, and discusses how to:

- Set processing options for amortization workfile generation (R17321).
- Review amortization records.

Understanding Amortization

Amortization enables you to manage revenue by moving long-term revenue to short-term revenue, and then to earned or recognized revenue. This system only amortizes billed revenue.

When billing, the system moves the entire billed amount to long-term revenue. When you use amortization, the system moves anything from today's date plus twelve months to short-term revenue. The system moves anything from the beginning of the contract through the end of the amortization period to recognized revenue.

Understanding Amortization Workfile Generation

From the Periodic Contract Processing menu (G1724), select Svc. Contract Amort. Generation.

Use the Amortization Generation program to amortize revenue for contracts. You can run the program in proof or final mode, but the system only updates affected tables when you run it in final mode.

The program performs these functions:

- Moves long-term to short-term revenue, if applicable.
- Moves short-term to recognized revenue, if applicable.

When you run the Amortization Workfile Generation program (R17321), the system retrieves records from the Contract Detail table (F1721), based on the dates that you define. For each contract detail line processed, the system verifies that the long-term and short-term amounts are current, based on the start and end dates, and the Amortization Date in the processing option plus one year. For contract detail lines that fall within the dates specified, the system verifies that the detail lines have been amortized by using the Billing/Amort Control Master table (F1794). The system creates records in the Account Ledger table (F0911) and updates the Billing/Amort Control Master table whenever a contract detail line has been amortized for a given time period.

Prerequisites

Before you complete the tasks in this section:

- Verify that you have purchased and installed these systems. You must have installed these systems to be able to use amortization for contracts:
  - General Accounting, Accounts Receivable, and Accounts Payable.
  - Address Book.
  - Service Billing.
- Set up fiscal date patterns.
- Set up company information.
- Set up manufacturing AAIs information.

Form Used to Work with the Amortization Process

Form Name	Form ID	Navigation	Usage
Billing/Amortization Control Inquiry	W1794A	Periodic Contract Processing (G1724), Billing/Amortization Inquiry.	Review amortization records.

Setting Processing Options for Amortization Workfile Generation (R17321)

Use these processing options to set default values for the Amortization Workfile Generation program.

Process

These processing options specify whether the system generates the amortization workfile in proof or final mode, the amortization period or year, and subledger information.

1. Proof or Final Mode Specify whether to run the workfile generation program in proof or final mode. Values are:

Blank: Run the workfile generation in proof mode.

1: Run the workfile generation program in final mode.

If you run the generation program in proof mode, the system does not update any tables. You can review the report to review amortization information and correct any errors, based on your processing options.

If you run the generation program in final mode, the system updates the Billing/Amortization Control Master table (F1794) and writes journal entries to the Transaction Ledger table (F0911).

2. Fiscal Period - Amortize Through Specify the fiscal period for amortization. If you leave this option blank, the system uses the current fiscal period.

3. Fiscal Year - Amortize Through Specify the fiscal year for amortization. If you leave this option blank, the system uses the current fiscal year.

4. Subledger Default Specify whether the system retrieves a value for the subledger field. Values are:

Blank: No subledger value.

1: Contract number.

2: Customer number.

3: Site number.

4: Item number.

Print

The processing options specify the values that the system uses when you generate amortization workfiles. For example, you can select the address book information that prints on the report, and whether you print errors on the report or send errors to the Work Center.

1. Work Center Or Report Specify where the system writes errors. Values are:

Blank: Write errors to the Work Center.

1: Print errors on the report.

2. Address Number Specify which address number appears on the report. Values are:

Blank: Customer Number

1: Site Number

2: Bill To Number

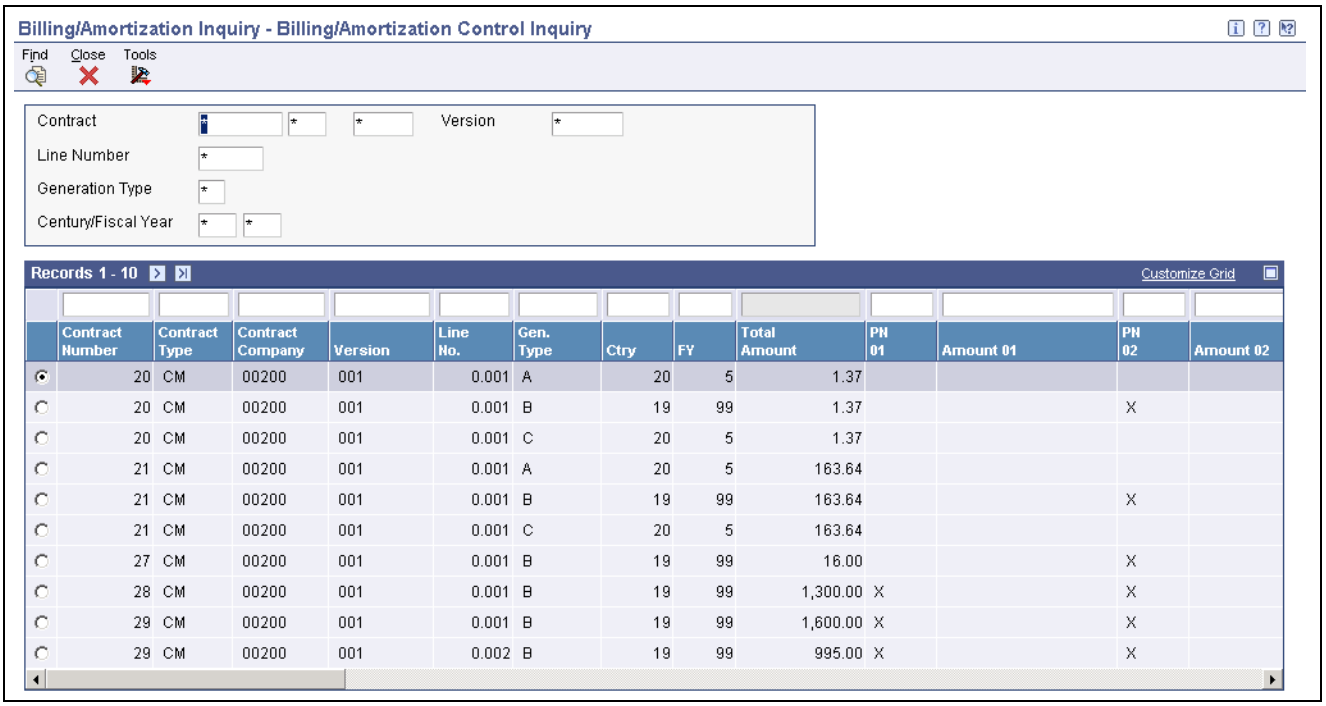
Versions

This processing option defines the version of the G/L Post program that the system uses when you generate amortization records.

1. G/L Post Version Specify the version of the G/L Post that the system uses after it completes the amortization process and runs in final mode. If you leave this option blank, the system uses the ZJDE0001 version.

Reviewing Amortization Records

Access the Billing/Amortization Control Inquiry form.



Billing/Amortization Control Inquiry form

You can view the periods and amounts that have been billed and view the periods and amounts that have been amortized on a contract. You can review whether a contract has been amortized for a specific processing period.

Printing Contracts

From the Periodic Contract Processing menu (G1724), select Contract Print.

Use the Print Contracts program (R1733) to create printed copies of contracts for your suppliers and service providers. The contract information includes equipment number, service package, start and end dates, and total amount.

This section discusses how to set processing options for Print Contracts report (R1733).

Setting Processing Options for Print Contracts Report (R1733)

Use these processing options to set default values for printing contracts.

Print

These processing options specify the information to print on contracts.

1. Print detail media object. Specify which media objects the system prints for contract detail lines on the report. Values are:

Blank: Do not print media objects.

1: Print external media objects.

2: Print internal media objects.

3: Print both internal and external media objects.

2. Print header media object. Specify whether the system prints media objects for the contract header on the report. Values are:

Blank: Do not print header media objects.

1: Print external media objects.

2: Print internal media objects.

3: Print both the internal and external media objects.

3. Print detail prices. Specify whether the system prints prices on the detail lines of contracts. Values are:

Blank: Do not print prices on detail lines unless the summarization option is chosen in processing option #4.

1: Print prices on detail lines.

4. Summarize detail. Specify how the system summarizes detail lines. Values are:

Blank: Do not summarize detail lines.

1: Summarize detail lines by product model.

2: Summarize detail lines by product family.

3: Summarize detail lines by contract.

Reviewing Contract Reports

Review contract reports to determine the status of your contracts. For example, you can review them to determine whether they are expiring soon and whether you need to renew those contracts that are expiring.

This section discusses how to:

- Review the Contract Report.
- Set processing options for Contract Report (R1734).
- Review the Service Contract Renewal Report.
- Set processing options for Service Contract Renewal (R1730).
- Review the Service Contract Detail Renewal Report.
- Set processing options for Service Contract Detail Renewal (R1735).
- Review the Service Contract Cancel Report.
- Set processing options for Service Contract Cancel (R1736).

Reviewing the Contract Report

From the Periodic Contract Processing menu (G1724), select Contract Report.

Run the Contract Report (R1734) to identify contracts and to find any pertinent information. You can set your data selection to define the type of report that you need to review.

Setting Processing Options for Contract Report (R1734)

Use these processing options to set the default values for the Contract Report.

Print

Use this processing option to print header or detail information.

Print header or detail Specify whether the system prints header or detail information on the report. Values are:

Blank: Print header information.

1: Print detail information.

Reviewing the Service Contract Renewal Report

From the Periodic Contract Processing menu (G1724), select Service Contract Renewal.

You can run the Service Contract Renewal report to identify contracts that require you to generate renewal contracts and letters. You can set up your processing options to include markup by percentage, to select the pricing to use for your renewal, and to set the leadtime for contract expiration.

You can use this report to create a new contract or to advance the version number of the current contract if the renewal contract will be a duplicate of the customer's existing contract.

Setting Processing Options for Service Contract Renewal (R1730)

Use these processing options to set the default values for the Service Contract Renewal process.

Report Option

These processing options specify various options to use for contract renewals.

1. Renewal Options Specify how the system renews a contract. Values are:

Blank: Do not renew the contract.

1: Create a new contract number.

2: Use the same contract number, and advance the contract change number.

2. Pricing Options Specify the pricing method that the system uses for pricing renewed contracts. Values are:

1: Base the pricing for renewed contracts on existing contracts.

2: Use advanced pricing to obtain new prices for renewed contracts.

3: Use mark-up percentages to obtain new prices for renewed contracts.

3. Markup Percentage. Specify the percentage that the system uses for mark-ups when you are determining new prices for renewal contracts. For example, enter 50.0 to specify a 50% mark-up.

Note. Only use this processing option if you entered *3* (percentage-based mark-up) in processing option 2.

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4. Lead days for contract expiration Specify the number of days between the current date and a target date for contract expiration. Contracts that expire within the number of days entered are eligible for renewal.

5. Date to use for Lead Days Enter the date to use with lead days. If you leave this processing option blank, the system uses the current date.

6. Contract renewal status for old contract Specify the status for contracts after you renew them. Enter a value from UDC 17/CO.

7. Contract renewal status for the renewal Specify the status for new contracts. Enter a value from UDC 17/CO.

Versions

These processing options specify the versions of programs to launch from service contract renewals.

1. Work With Contracts (P1720) Version Specify which version of Work With Contracts (P1720) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

Process

These processing options specify proof or final mode processing, and where the system records errors.

1. Proof or Final Process Specify whether the system processes the Contract Renewal report in proof or final mode. Values are:

Blank: Process the report in proof mode.

1: Process the report in final mode.

2. Work Center or Report Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

Defaults

These processing options specify billing default values.

1. Bill From Date Specify the bill-from date, which is the date that billing begins for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Values are:

1: Use the bill-from date from the former contract detail line.

2: Use the bill-from date from the first detail line of the contract.

3: Use the start date from the new contract detail line as the bill-from date.

4: Enter a bill-from date.

2. Specify the Bill From Date if '4' is on above. Enter a specific Bill From Date for the renewed contract.

3. Bill Through Date Specify the bill-through date, which is the date that billing ends for the service contract. If you leave this processing option blank, the system uses the date from the former contract detail line. Values are:

1: Use the bill-through date from the former contract detail line.

2: Use the bill-through date from the first detail line of the contract.

3: Use the end date from the new contract detail line as the bill-through date.

4: Enter a bill-through date.

4. Specify Bill Through Date if '4' is on above. Enter a specific Bill Through Date for the renewed contract.

5. Billing Frequency Code Enter the Billing Frequency that indicates the billing cycle for the renewed contract.

Base Warranty

These processing options specify renewal options for base warranty contract renewals.

1. Renew Base Warranty Contract Specify whether the system includes base warranty contracts in the contract renewal process. Values are:

Blank: Do not renew base warranty contracts.

1: Renew base warranty contracts.

2. Company to be used for the renewed contract Specify the company that will be used for the renewed contract.

3. Contract Document Type Enter the Contract Document Type for the renewed contract.

4. Renewed Contract Line Type Enter the Line Type for the renewed contract.

5. Contract Status for the renewed contract Specify the status of the new contract. Enter a value from UDC 17/CO. If you leave this processing option blank, the system uses the status that is specified on the Report Option tab.

6. Contract Type Specify the contract type for the new contract. Enter a value from UDC 17/TY. If you leave this processing option blank, the system uses the contract type from the processing options for P1721 (Contract Revisions).

7. Customer address number Enter the Customer Address Number for the renewed contract.

8. Site address number. Enter the Site Address Number for the renewed contract.

9. Bill To address number. Enter the Bill To Address Number for the renewed contract.

10. Send To address number. Enter the Send To Address Number for the renewed contract.

11. Number of days in contract. Enter the number of days in the renewed contract.

12. Advanced Pricing Adjustment Schedule Specify the Advanced Pricing Adjustment Schedule (UDC 40/AS) for the renewed contract.

13. Billable Duration. Enter the Billable Duration for the renewed contract.

14. Non-billable Duration. Enter the Non-Billable Duration for the renewed contract.

15. Billable/Non-billable duration Unit of Measure. Enter the Billable/Non-Billable Duration Unit of Measure. This user defined code (00/UM) that identifies the unit of measurement for an amount or quantity as it was billed.

16. Price By Address Enter the Price By Address number for the renewed contract lines. If the processing option is left blank, the Customer Number is used.

17. Business Unit Enter the Business Unit for the renewed contract header. If this processing option is left blank, the Original Business Unit is used.

Copy Defaults

These processing options specify the options the system uses to copy to renewed contracts.

1. Media Objects Specify whether the system copies media objects to renewed contracts. Values are:

Blank: Do not copy media objects.

1: Copy the header media objects.

2: Copy the detail media objects.

3: Copy both the header and the detail media objects.

2. Specific Media Object Specify which media objects the system copies to renewed contracts. Values are:

Blank: Copy both internal and external comments.

1: Copy internal comments.

2: Copy external comments.

3. Tax Information Specify how the system generates tax information for renewed contracts. Values are:

Blank: Copy tax information from the original contract to the renewed contract.

1: Retrieve the tax rate and area from the site; retrieve the explanation code from the customer.

4. Discount Information Specify whether the system copies discount information to renewed contracts. Values are:

Blank: Copy the discount information.

1: Do not copy the discount information.

5. Customer Currency Specify how the system generates the customer currency for renewed contracts. Values are:

Blank: Copy the customer currency from the original contract.

1: Use the customer currency specified in the customer master.

6. Document Type Specify how the system generates the document type for renewed contracts. Values are:

Blank: Copy the document type from the original contract.

1: Use the document type specified in the processing options for the Contract Revisions program (P1721).

7. Key Company Specify how the system generates the key company for renewed contracts. Values are:

Blank: Copy the key company from the original contract.

1: Use the key company specified in the processing options for the Contract Revisions program (P1721).

8. Header Business Unit Specify how the system generates the header business unit on renewed contracts. Values are:

Blank: Copy the header business unit from the original contract.

1: Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

9. Line Description Specify how the system generates line descriptions on renewed contracts. Values are:

Blank: Copy the original contract line description.

1: Retrieve the line description from the processing options for P1721 (Contract Revisions).

Reviewing the Service Contract Detail Renewal Report

From the Periodic Contract Processing menu (G1724), select Service Contract Detail Renewal.

You can use this report to review detail line information for a contract. You can renew contract information by detail line as well as determine if new detail lines need to be added to the latest version of the contract.

Setting Processing Options for Service Contract Detail Renewal (R1735)

Use these processing options supply the default values for Service Contract Detail Renewal.

Report Option

These processing options specify various options to use for contract detail renewals.

1. Renewal Options Specify how the system renews a contract. Values are:

1: Create a new contract for the detail lines.

2: Create a new version for the contract

3: Add new lines to the contract that is being renewed.

4: Add detail lines to the latest version of the contract that is being renewed.

5: Add detail lines to a specific contract number and version number.

2. Contract number if renewing to a specific contract number. Enter the contract number to use for the renewal.

3. Version number if renewing to a specific contract number. Enter a version of the specific contract number used with the renewed contract.

3. Pricing Options Specify how the system prices renewed contracts. Values are:

1: Use existing prices.

2: Use advanced pricing to obtain new prices.

3: Use markup percentages to obtain new prices.

4. Markup Percentage. Specify the percentage to use for mark-ups. For example, to specify a mark-up of 50 percent, enter 50.0. Mark-ups determine the new prices for renewal contracts.

Note. Use this processing option only if you entered the value *3* in processing option 5.

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5. Contract renewal status for old contract Specify the status that the system assigns to the contract after you renew it. Enter a value from UDC 17/CO.

6. Contract renewal status for the renewal Specify the status of the new contract. Enter a value from UDC 17/CO.

Versions

These processing options specify the versions of programs to launch from Service Contract Detail Renewal.

1. Work With Contracts (P1720) Version Specify which version of the Work With Contracts program (P1720) the system uses for this report. If blank, the system uses the ZJDE0001 version.

Process

These processing options specify proof or final mode processing, and where the system records errors.

1. Proof or Final Process Specify whether the system runs the Detail Contract Renewal report in proof or final mode. Values are:

Blank: Run the report in proof mode.

1: Run the report in final mode.

2. Work Center Or Report Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

Base Warranty

These processing options specify renewal options for base warranty contract renewals.

1. Renew Base Warranty records to Billable. Specify whether the system includes base warranty records in the contract renewal process. Values are:

Blank: Do not renew base warranty records.

1: Renew base warranty records.

2. Line Type for Billable lines. Enter the Line Type for Billable Lines. If you leave this processing option blank, the system uses the line type from the P1721 processing option.

3. Billable Duration Enter the Billable Duration for the renewed contract.

4. Non-Billable Duration Enter the Non-Billable Duration for the renewed contract.

5. Billable/Non-Billable Duration Unit of Measure Enter the Billable/Non-Billable Unit of Measure. If you leave this processing option blank, the system uses the Duration Unit of Measure from the P1721 processing option.

6. Price By Address Enter the Price By Address number for the renewed contract. If you leave this processing option blank, the system uses the customer number.

7. Advanced Pricing Adjustment Schedule Enter the Advanced Pricing Adjustment Schedule for the renewed contract. If you leave this processing option blank, the system uses the value based on the Price By Address Number.

Defaults

These processing options specify billing default values.

1. Bill From Date. Specify the bill-from date, which is the date that billing begins for the detail line on the contract. Values are:

1: Use the bill-from date from the former contract detail line.

2: Use the bill-from date from the first detail line of the former contract.

3: Use the start date from the new contract.

4: Enter a bill-from date.

2. Specify Bill From date if '4' is on above. Enter a specific Bill From Date for the renewed contract. If you leave this processing option blank, the system uses the current date.

3. Bill Through Date. Specify the bill-through date, which is the date that billing ends for the detail line on the contract. Values are:

1: Use the bill-through date from the former contract detail line.

2: Use the bill-through date from the first detail line of the former contract.

3: Use the end date from the new contract.

4: Enter a bill-through date.

4. Specify Bill Through date if '4' is on above. Enter a specific Bill Through Date for the renewed contract. If you leave this processing option blank, the system uses the current date.

5. Billing Frequency Code Specify the Billing Frequency Code for the renewed contract.

Copy Defaults

These processing options specify the options the system uses to copy to renewed contracts.

1. Media Objects Specify whether the system copies media objects to renewed contracts. The system copies the header media objects only if you are creating a new contract or a new version when renewing a contract. Values are:

Blank: Do not copy media objects.

1: Copy the header media objects.

2: Copy the detail media objects.

3: Copy both the header and the detail media objects.

2. Specific Media Object Specify which media objects the system copies to renewed contracts. Values are:

Blank: Copy both internal and external comments.

1: Copy internal comments.

2: Copy external comments.

3. Tax Information Specify how the system generates tax information for renewed contracts. If the renewal option is a value other than *1 2*, the header tax information remains the same. Values are:

Blank: Copy tax information from the original contract to the renewed contract.

1: Retrieve the tax rate and area from the site; retrieve the explanation code from the customer.

4. Discount Information Specify whether the system copies discount information to renewed contracts. Values are:

Blank: Copy the discount information.

1: Do not copy the discount information.

5. Customer Currency Specify how the system generates the customer currency for renewed contracts. Values are:

Blank: Copy the customer currency from the original contract.

1: Use the customer currency specified in the customer master.

6. Document Type Specify how the system generates the document type for renewed contracts. If the renewal option is a value other than *1* or *2*, the header document type remains unchanged. Values are:

Blank: Copy the document type from the original contract.

1: Use the document type specified in the processing options for the Contract Revisions program (P1721).

7. Key Company Specify how the system generates the key company for renewed contracts. If the renewal option is a value other than *1* or *2*, the header key company remains unchanged. Values are:

Blank: Copy the key company from the original contract.

1: Use the key company specified in the processing options for the Contract Revisions program (P1721).

8. Header Business Unit Specify how the system generates the header business unit on renewed contracts. If the renewal option is a value other than *1* or *2*, the header business unit remains unchanged. Values are:

Blank: Copy the header business unit from the original contract.

1: Use the header business unit specified in the processing options for the Contract Revisions program (P1721).

9. Line Description Specify how the system generates line descriptions on renewed contracts. Values are:

Blank: Copy the original contract line description.

1: Retrieve the line description from the processing options for P1721 (Contract Revisions).

Reviewing the Service Contract Cancel Report

From the Periodic Contract Processing menu (G1724), select Service Contract Cancel.

Use this option to cancel single or multiple contracts. The system creates a report when you run this program in either proof or final mode. However, only final mode updates the system.

Setting Processing Options for Service Contract Cancel (R1736)

Use these processing options to supply the default values for the Service Contract Cancel program.

Defaults

These processing options supply the default values for cancelling service contracts.

1. Cancellation Reason Code (Required) Specify the reason code for cancelling a contract. Enter a value from UDC 17/CN (Cancellation Reason Code). You must enter a value for this processing option.

2. Cancellation date Specify the date for cancelling a contract. If you leave this processing option blank, the system uses the current date.

Process

These processing options specify proof or final mode processing, where the system records errors, and the subledger default for credit processing.

1. Proof or Final Mode Specify whether to run the Contract Cancel Report in proof or final mode. Values are:

Blank: Run the report in proof mode and do not update the tables.

1: Run the report in final mode and update the tables.

2. Work Center Or Report Specify where the system records errors. Values are:

Blank: Record errors to the Work Center.

1: Record errors on the report.

3. Subledger Default for credit processing. Specify a default value for the subledger field. Values are:

Blank: No default value

1: Contract number

2: Customer number

3: Site number

4: Short item number

CHAPTER 6

Managing Work Orders

This chapter provides an overview of using Work Order Management with the Service Management system and discusses how to:

- Set up work orders.
- Create work orders using the Work Order Entry program (P48201/P17714).
- Assign parts to a work order.
- Assign labor to a work order.
- Create work orders using the Service Management Workbench (P90CD020).
- Work with work orders.
- Process work orders.
- Bill and pay work orders.

Understanding Work Order Management

You can create work orders for customer requests that cannot be resolved with a phone call. You enter work orders to request work at the customer site or at a repair depot. Work orders provide the central database for all service and repair information and the events associated with an equipment record, inventory item number, or product model. Work orders track requests for depot repairs, and they track shipments of replacement parts. The majority of service calls are initiated through the Case module, but the repair depot might also create them.

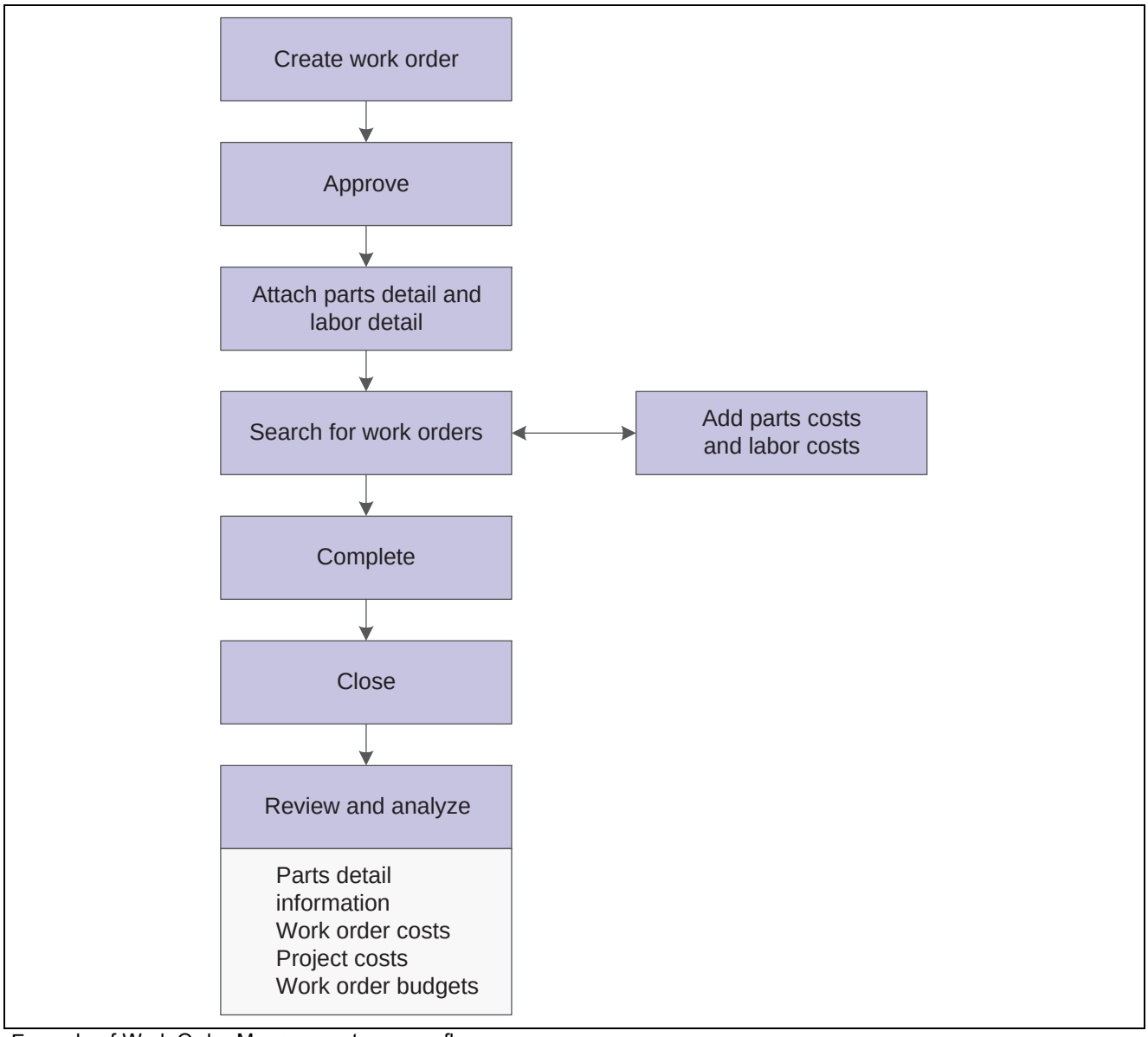
A work order enables you to track all of the necessary phases of the work to resolve the customer's issue—from scheduling the technician to the technician's arrival and successful completion of the work.

You can also use work orders to manage the workflow of service tasks and other projects. You can manage all aspects of a service task or project, including the following:

- Creating work orders for preventive and corrective maintenance.
- Committing inventory to a work order.
- Scheduling multiple tasks, such as mechanical, electrical, and so on, in a work order.
- Tracking the progress of a work order by status.
- Tracking work order costs, such as labor, materials, and so on.
- Recording unlimited detailed information about a work order.
- Completing and closing a work order.

Work Order Management Process Flow

The following graphic illustrates the flow of a work order through a typical work order life cycle:



Example of Work Order Management process flow

Terms and Concepts

The following Work Order Management terms and concepts are used in this chapter:

Base warranty The warranty that is associated with the equipment. Base warranties are typically included in the purchase price of the equipment and are nonbillable.

Extended warranty An optional warranty that can be purchased to cover the performance of the equipment over and above the criteria set forth in the base warranty. This type of warranty is billable.

Equipment number A number to identify a piece of equipment within the Asset Master File table (F1201).

Inventory item number	A number to identify an item within the Item Master table (F4101).
Mean Time Between Failure (MTBF)	The average time, distance, or events between breakdowns.
Mean Time to Repair	The average time it takes to repair a failed item.
Product family	A group of products that have common characteristics and share classification criteria.
Model	The numbers or letters that group products of a product family. A product model is a more specific grouping of items within a product family.
Returned Material Authorization (RMA)	An authorization from the supplier for the customer to return inventory for credit, replacement, or repair. The system creates an authorization number for the supplier to track the return of the inventory. This is also known as *Returned Goods Aauthorization* (RGA).
Serial number	The numbers or letters that uniquely identify an item. The serial number is stored in the Asset Master File table (F1201).
Service package	The combination of service type and contract coverage that specifies the service support to which the customer is contractually entitled. Service packages also specify warranty types, such as base or extended.
Service types	The various services that you provide through the Work Order Management or Case modules. For example, you can set up different codes to differentiate an on-site repair or depot repair on an advanced exchange. The service type can differentiate the status flow, response time, and downstream accounting entries.
Service address number	The Address Book number of the site where a piece of equipment is located. The site number can be the same as the customer number, but it might differ if the customer has multiple sites.
Warranty	An assurance by the manufacturer or seller that the equipment will perform as specified for at least a specified period of time.

See Also

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing"

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Swapping Components

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Updating the Life Cycle Information of a Work Order

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Reviewing the Status History of a Work Order

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Reviewing Work Order Parts Lists

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Reviewing Cost Information," Reviewing Work Order Costs

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Adding Costs to Work Orders," Reviewing Inventory Issues

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Working with Work Orders on the Web

Common Elements Used in This Chapter

Act. Payable Rate (actual payable rate)
The actual payable rate associated with a transaction.

Actual Finish Date
The date that the work order or engineering change order is completed or canceled. If the status of the work order is at a complete status, the system uses the current date as the default value.

Assigned To
The address book number of the person assigned to do the work. For Service Management, the assigned-to person represents the primary technician.

Bill Y/N (bill yes/no)
Specifies whether a general ledger account should be billed. Valid codes are:

Y: Yes, the account should be billed.

N: No, it should not be billed.

1: It is eligible only for invoicing.

2: It is eligible only for revenue recognition.

4: It is eligible only for cost.

Note. Codes 1, 2, and 4 relate only to the Service Billing system.

Branch
A code that represents a high-level business unit. Use this code to refer to a branch or plant that might have departments or jobs, which represent lower-level business units, subordinate to it. For example:

- Branch/Plant (MMCU)

- Dept A (MCU)
- Dept B (MCU)
- Job 123 (MCU)

Business unit security is based on the higher-level business unit.

The branch default value is derived from the equipment record and defines the branch/plant from which inventory is issued.

Branch/Plant An alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system provides reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

Capacity UOM (capacity unit of measure) A unit of measure that you use to express the capacity of a production line. Examples of units of measure include hours, number of stampings, coats of paint, and so on.

This item is used for repetitive processing only.

Category 02 A user-defined code (00/W2) that indicates the type or category of a work order.

Note. A processing option for some forms lets you enter a default value for this field. The system enters the default value automatically in the appropriate fields on any work orders that you create on those forms and on the Project Setup form. You can either accept or override the default value.

Category 03 A user-defined code (00/W3) that indicates the type or category of the work order.

Note. A processing option for some forms enables you to enter a default value for this field. The system enters the default value automatically in the appropriate fields on any work orders that you create on those forms and on the Project Setup form. You can either accept or override the default value.

Category 04 A user-defined code (00/W4) that indicates the type or category of the work order.

Category 05 A user-defined code (00/W5) that indicates the type or category of the work order.

Category 10 A user-defined code (00/W0) that indicates the type or category of the work order.

Competency Code A code that specifies a competency within a competency type. For example, a competency for the competency type *Skill* might be programming in the C computer language or driving a forklift.

Competency Level From This value set the lowest value to be included in the rule criteria range for a competency level range selection.

Competency Level To This value set the highest value to be included in the rule criteria range for a competency level range selection.

Competency Type A code that identifies a competency table or category for which you can track employee competencies. Values are:

01: Training

02: Skill

03: Accomplishment

04: Certification

05: Degree

06: Language

It is a user-defined code (05/CY), but the values are hard-coded and cannot be changed. Therefore, each of the competencies that you track must pertain to one of these competency types. Adding additional values to this list requires system customization.

Cost Type A code that designates each element of cost for an item. Examples of the cost object types are:

- *A1:* Purchased raw material.
- *B1:* Direct labor routing roll-up.
- *B2:* Setup labor routing roll-up.
- *C1:* Variable burden routing roll-up.
- *C2:* Fixed burden routing roll-up.
- *Dx:* Outside operation routing roll-up.
- *Xx:* Extra add-ons, such as electricity and water.

The optional add-on computations usually operate with the type *Xx* extra add-ons. This cost structure enables you to use an unlimited number of cost components to calculate alternative cost roll-ups. The system then associates these cost components with one of six user-defined summary cost buckets.

Country A user-defined code (00/CN) that identifies a country. The country code has no effect on currency conversion.

The Address Book system uses the country code for data selection and address formatting.

Coverage Group A user-defined code that specifies the coverage group. The coverage group consists of unlimited cost codes and the percentage covered for each cost code.

Covered G/L Category A user-defined code (41/9) that identifies the general ledger offset to use when the system is searching for the account to which it posts the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a general ledger offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the general ledger offset from Inventory.

Document Number A number that identifies the original document, such as a voucher, invoice, or journal entry. On entry forms, you can assign the document number or have the system assign it using the Next Numbers program (P0002). Matching document numbers (DOCM) identify related documents in the Accounts Receivable and Accounts Payable systems. Examples of original and matching documents are:

Accounts Payable:

- Original document: voucher
- Matching document: payment

Accounts Receivable:

- Original document: invoice
- Matching document: receipt

Note. In the Accounts Receivable system, the following transactions simultaneously generate original and matching documents: deductions, unapplied receipts, chargebacks, and drafts.

The system supplies service contract values if it is set up to check entitlements and the contract is valid.

The system uses next numbers to assign a work order number unless you override the information.

Entitlement Check A user-defined code (17/ER) to indicate the results of an entitlement check.

Values are:

0: Not entitled.

1: Transaction entitled.

2: Contract found, but no existing service type.

3: Contract found, but no day and date assigned.

4: Covered under default warranty.

Est. Billable Rate (estimated billable rate) The estimated billable rate associated with a service.

Est. Hours The estimated hours that are budgeted for the work order.

Est. Labor (estimated labor) This is the estimated labor cost of a work order.

Est. Material (estimated material) This is the estimated material cost of a work order.

Est. Other (estimated other) Amount - Estimated Other.

If you associate routings with a work order, the system retrieves default values for the Labor Hours and Labor Amount fields. If you associate a parts list with a work order, the system retrieves default values for the Material Amount field. When you add a routing list, a parts list, or both, the program updates the cost to the work order header.

Alternatively, to update the actual costs of a work order, you can run a batch program called Update W.O. Actual Amounts (R13800). This program

summarizes transactions for labor and material, and updates the actual cost fields of the work order.

Est. Payable Rate (estimated payable rate)
The estimated payable rate associated with a transaction.

Estimated Downtime Hours
The estimated duration of a work order. It defines how long the piece of equipment might be out of service to complete the work order. This is different than total estimated hours.

Estimated Hours
The standard hours of labor that you expect to incur in the normal production of the item.

The run labor hours in the Routing Master table (F3003) are the total hours that it takes the specified crew size to complete the operation. The hours are multiplied by the crew size during shop floor release and product costing.

Estimated Payment Amount
The estimated payment amount used in service billing.

Experience Level
A user-defined code (00/W9) that indicates the type or category of the work order.

Failure Description
A description of the customer issue.

If you are accessing this form from the Case or Failure Analysis modules, the system enters information from the equipment record as default information when you enter a work order. The system also checks entitlement for the customer.

Flat Rate
A code used to determine whether a particular type of service is priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the method of pricing for a service provider. It is used to indicate that the service provider is an internal service provider and is not paid for the service.

If you use flat rate as the pricing method, you must associate one labor step with the work order.

Geographic Region
The geographic region of the customer.

Inspector
The Address Book number of the inspector. For Service Management, the inspector represents the secondary technician.

Language
A user-defined code (01/LP) that specifies the language to use on forms and printed reports. Before you specify a language, a code for that language must exist either at the system level or in the user preferences.

Manager
For Service Management, the manager represents the primary service provider.

Note. A processing option for some forms enables you to enter a default value for this field based on values for category codes 1 (phase), 2, and 3. You set up the default values on the Default Managers and Supervisors form. After you set up the default values and the processing option, the default information appears automatically on any work orders that you create if the category code criterion is met. You can either accept or override the default value.

Depending on the Default Manager processing option on the Process tab, you can enter either a valid Address Book number for the Manager and the Supervisor fields, or you can use the default hierarchy for managers and supervisors. Refer to the processing option F1 help for an explanation of the hierarchy.

Match Rule A field that indicates whether the resource must satisfy the requirements that define the rule criteria. Values are:

1: The resource must meet the rule criteria.

0: The rule criteria are optional.

Message No (message number) A generic rates and message code (48/SN) that is assigned to a standard note, message, or general narrative explanation. You can use this code to add instructional information to a work order. You set up codes for this field on the Generic Message/Rate Types table (F00191).

Non-Covered G/L Category (noncovered general ledger category) A user-defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it posts the noncovered portion of the accounting transaction. If you do not want to specify a general ledger offset, you can enter four asterisks (****) in this field, or you can leave the field blank. If you leave the field blank, the system uses the general ledger offset from Inventory.

The values for the Covered G/L Category and Non-Covered G/L Category fields come from the service contract's service package, based on the type of service on the work order.

Op St (operational step) User-defined code system 31, type OS. The operation status code that identifies the current status of a work order or engineering change order as the operation steps in the routing are completed.

Oper Seq# (operational sequence number) A number used to indicate an order of succession.

In routing instructions, a number that sequences the fabrication or assembly steps in the manufacture of an item. You can track costs and charge time by operation.

In bills of material, a number that designates the routing step in the fabrication or assembly process that requires a specified component part. You define the operation sequence after you create the routing instructions for the item. The Shop Floor Management system uses this number in the backflush/preflush by operation process.

In engineering change orders, a number that sequences the assembly steps for the engineering change.

For repetitive manufacturing, a number that identifies the sequence in which an item is scheduled to be produced.

Skip To fields enable you to enter an operation sequence that you want to begin the display of information.

You can use decimals to add steps between existing steps. For example, use 12.5 to add a step between steps 12 and 13.

Originator The Address Book number of the person who originated the change request. The system verifies this number against the Address Book.

Paid Date The date a service provider was paid for a service.

Parent W.O. No A number that identifies the parent work order. You can use this number to do the following:

- Enter default values for new work orders, such as type, priority, status, and manager.
- Group work orders for project setup and reporting.

Pay Price Method A code used to determine if a particular type of service is priced based on a flat rate or based on actual time and materials.

Values are:

F: Flat rate. Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Time and materials. Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: None. A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Payable Adj Schedule A user-defined code (40/AS) identifying a price and adjustment schedule. A price and adjustment schedule contains adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

Payable Y/N (payable yes/no) This field specifies whether a general ledger account should be paid. Values are:

Y: The account should be paid.

N: The account should not be paid.

Payment Amount In the Accounts Payable system, the amount of the payment.

In the Accounts Receivable system, the amount of the receipt. This amount must balance to the total amount applied to the invoice pay items.

Percent Complete A measurement that identifies the progress being made on an item such as an account, work order, and so on. It is not always a calculated field and may need to be updated manually.

Percent of Overlap A number that indicates the percentage that successive operations can overlap.

The actual overlap percentage entered for the operation sequence is the percent by which that operation overlaps the prior operation. For example, if you enter

80 percent, this indicates that work can begin on the overlapped operation when 20 percent of the prior operation is completed.

Note. Overlapping has no effect on move and queue calculations. The percentage entered must be less than or equal to 100 percent.

Enter percentages as whole numbers; for example, enter 5 percent as *5.00*.

Percentage Covered The percentage covered under warranty or contract. This is used to calculate the amount to bill or the amount to cost for the line item being processed on the service order or call.

Phase A user-defined code (00/W1) that indicates the current stage or phase of development for a work order. You can assign a work order to only one phase code at a time.

Note. Certain forms contain a processing option that enables you to enter a default value for this field. If you enter a default value on a form for which you have set this processing option, the system displays the value in the appropriate fields on any work orders that you create. The system also displays the value on the Project Setup form. You can either accept or override the default value.

Piecework Rate The rate to be paid for the type of component (piece) being produced.

Priority A user-defined code (00/PR) that indicates the relative priority of a work order or engineering change order in relation to other orders.

A processing option for some forms lets you enter a default value for this field. The value then appears automatically in the appropriate fields on any work order you create on those forms and on the Project Setup form. You can either accept or override the default value.

Reference An alphanumeric value used as a cross-reference or secondary reference number. Typically, this is the customer number, supplier number, or job number.

Requested Finish Date The date that the work order or engineering change order is planned to be completed.

This date can be calculated based on contract coverage.

Run Machine The standard machine hours that you expect to incur in the normal production of this item.

Scheduled Finish Date The date an item is scheduled to arrive or an action is scheduled for completion.

If the customer is entitled, the system calculates the commit date and time, based on the entitlement check process.

Scheduled Finish Time The amount of time that has elapsed between the date and time that you enter the case and the date and time that you assign the case.

Scheduled Start Date This is a start date that you enter. The date appears by default from the system date or the date you enter.

Scheduled Start Time The amount of time that has elapsed between the date and time that you enter the case and the date and time that you assign the case.

Service Type A user-defined code (00/W7) that indicates the service type for the work order.

Setup Crew The number of people who work in the specified work center or routing operation.

The system multiplies the Run Labor value in the Routing Master table (F3003) by crew size during costing to generate total labor amounts.

If the Prime Load Code is *L* or *B,* the system uses the total labor hours for back scheduling. If the Prime Load Code is *C* or *M,* the system uses the total machine hours for back scheduling without modification by crew size.

Skill Type A user-defined code (00/W8) that indicates the type or category of the work order.

Status A user-defined code (00/SS) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

Status A user-defined code (00/W6) that indicates the status of the work order.

Status Comment A brief description to explain the status of the work order.

Subsidiary A subset of an object account. Subsidiary accounts include detailed records of the accounting activity for an object account.

Note. If you are using a flexible chart of accounts and the object account is set to six digits, you must use all six digits. For example, entering *000456* is not the same as entering *456* because, if you enter *456,*the system enters three blank spaces to fill a six-digit object.

Supervisor The Address Book number of the supervisor. For Service Management, the supervisor represents the secondary service provider.

Time and Materials A code used to determine if this type of service should be priced based on a flat rate or based on actual time and materials. Values are:

F: Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: A blank value is only valid when defining the method of pricing for a service provider. It is used to indicate that the service provider is an internal service provider and is not paid.

If you use time and materials to price, both parts and labor are priced.

The values for the Flat Rate and Time and Materials fields come from the service contract's service package, based on the type of service on the work order.

The system retrieves tax rate and area information based on the service address number. Tax rate and area information is based on where the work is completed, not on the location of the customer.

Type Bill of Material A user-defined code (40/TB) that designates the type of bill of material. You can define different types of bills of material for different uses. For example:

- *M:* Standard manufacturing bill
- *RWK:* Rework bill
- *SPR:* Spare parts bill

The system enters bill type *M* in the work order header when you create a work order, unless you specify another bill type. The system reads the bill type code on the work order header to know which bill of material to use to create the work order parts list. MRP uses the bill type code to identify the bill of material to use when it attaches MRP messages. Batch bills of material must be type *M* for shop floor management, product costing, and MRP processing.

Type of Routing

A user-defined code (40/TR) that indicates the type of routing. You can define different types of routing instructions for different uses. For example:

- *M:* Standard manufacturing routing
- *RWK:* Rework routing
- *RSH:* Rush routing

You define the routing type on the work order header. The system then uses the specific type of routing that you define in the work order routing.

Product Costing and Capacity Planning systems use only *M* type routings.

W.O. Flash Message

A user-defined code (00/WM) that indicates a change in the status of a work order. The system indicates a changed work order with an asterisk in the appropriate report or inquiry form field. The system highlights the flash message in the Description field of the work order.

Work Center

An alphanumeric code that identifies a separate entity within a business for which you want to track costs. For example, a business unit might be a warehouse location, job, project, work center, branch, or plant.

You can assign a business unit to a document, entity, or person for purposes of responsibility reporting. For example, the system can provide reports of open accounts payable and accounts receivable by business unit to track equipment by responsible department.

Business unit security might prevent you from viewing information about business units for which you have no authority.

Setting Up Work Orders

This section provides overviews of work-order related AAI's and setting up work orders, and discusses how to:

- Set up work order constants.
- Set up work order history.
- Set processing options for the Work With Work Order History program (P17715)
- Attach activity rules to work orders.

To enter and review work orders on the Web, you must activate Customer Self-Service functionality in the processing options for all applications that are part of your Web environment.

See Also

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Working with Work Orders on the Web

AAIs for Work Order-Related Distribution

To bill and pay for work orders and process business transactions correctly, you must identify information about the account structure and specific account values. You define your account structure and values by using Automatic Accounting Instructions (AAIs). The system stores the AAI values in the Distribution/Manufacturing - AAI Values table (F4095). Whenever a program performs an accounting function, it accesses this table.

When you define AAIs, you establish how the system processes transactions for various programs. Distribution and Manufacturing AAIs define the rules by which Service Management interacts with the General Ledger system. Accounting AAIs define the rules by which Service Management interacts with the Accounts Receivable system.

Work order-related distribution AAIs consist of the following:

- 1742: Work Orders (Billing).
- 1782: Work Order Claims (Paying).

Based on key fields, the system retrieves the general ledger account to use when creating an entry in the Billing Detail Workfile (F4812). The key fields are as follows:

- Company
- Doc Type
- G/L Class Code
- Cost Type

Based on these key fields, the system creates journal entries by using the following information:

- Branch/Plant
- Object Account
- Subsidiary

The system retrieves the company, document type, G/L class code, and cost type from the work order. If you enter four asterisks (****) in the Distribution AAIs for the G/L class code, the system ignores the G/L class code and uses the company, document type, and cost type.

If the business unit for the AAI is blank, the system locates the responsible business unit, based on the value that is specified in the Responsible Business Unit field, which is located on the Work Orders tab in the SWM constants.

Hierarchy for G/L Class Codes for Work Orders

The system identifies the proper G/L category codes according to the following hierarchy:

- Based on the service type on the work order, the system looks up the covered G/L code and noncovered G/L code in the Service Contract Services table (F1725).
- The covered G/L code is used to locate the appropriate distribution AAIs for amounts that are covered by contract.

- The noncovered G/L code is used to locate the appropriate distribution AAI for amounts that are not covered by contract.
- If G/L codes (both covered and noncovered) in the Service Contract Services table are blank, then the system uses the AAIs that are set up with the four-asterisk wildcard (****).

Based on the company, document type, G/L code, and cost type, the system retrieves the revenue or expense account to use when creating an entry in the Billing Detail Workfile table (F4812).

If the four-asterisk wildcard is entered in the distribution AAIs for the G/L class code, then the system ignores the G/L class code and uses the company, document type, and cost type.

Hierarchy for the Responsible Business Unit for Work Orders

If the business unit for the AAI is blank, the system locates the responsible business unit based on the value that is specified in the Responsible Business Unit field, located on the Work Orders tab in the SWM constants.

In the SWM constants, you can select one of the following options for the system to locate the responsible business unit:

Option	Description
Item Branch Master - Service/Warranty Extension (F41171)	The system uses the branch/plant and item number on the work order to look up the responsible business unit in the Item Branch Master -Service/Warranty Extension table (F41171). If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
Item Master - Service/Warranty Extension (F4117)	The system uses the item number on the work order to look up the responsible business unit in the Item Master - Service/Warranty Extension table (F4117). If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
Product Family/Model Master (F1790)	The system uses the product model on the work order detail line to look up the responsible business unit in the Product Family/Model Master table (F1790). If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
Asset Master File (F1201)	The system uses the equipment number on the work order detail line to look up the responsible business unit in the Asset Master File table (F1201). If the business unit exists in the table, the system uses this business unit in the resulting accounting journal entry.
Customer Master (F0301)	The system uses the customer number on the work order detail line to look up the responsible business unit in the Customer Master table (F0301). If the business unit exists for the customer in the table, the system uses this business unit in the resulting accounting journal entry.

Note. If you assign a project business unit to the responsible business unit in the Business Unit Master table (F0006), the system uses the project business unit as the business unit for the account.

See Chapter 3, "Setting Up Service Management," Setting Up Automatic Accounting Instructions , page 39.

Understanding Work Order Setup

Before you can use any of the features of Work Order Management, you need to define the critical information that the system needs for processing. You also specify the information you will use when you enter data throughout the system.

You also need to set up user-defined codes for Work Order Management.

Work Order Constants

To define default information that applies to the entire system, you set up system constants. Constants control the types of information that you track and the rules that the system uses to perform certain calculations.

Work Order History

Set up work order history to track work order status information by customer and by equipment. You can also set up the history so that a work order is not created for referenced equipment. These programs control the display of links within the work order entry program to indicate previous customer or product cases.

Default dates and status codes are defined by processing options. You can override default information by entering new dates and statuses. Links appear at the top of the work order entry forms to alert you to existing customer or product history. Click the links to see detailed information.

You access the processing options for the Work Order History - Customer (or Equipment) program (P17715) to specify how to set up work order history.

Work Order Activity Rules

You can set up rules that specify the statuses or steps through which a work order must pass. In addition, you can specify that certain statuses initiate events in the work order life cycle, such as:

- Updating the maintenance status.
- Locking the work order.
- Completing the Subledger Inactive Codefield for the work order.

See *PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook*, "Setting Up the Work Order System," Setting Up Activity Rules for Work Orders.

You can attach work order activity rules to define the status flow and indicate the next step as determined by the status. Before the system can continue to the next step, you must enter the next status in the Next Status field. If you do not include the next status, the work order is considered complete. If you attach an open status code to the complete status revisions line, you can reopen the work order.

Work Order Approvals

You can specify the individuals who are responsible for approving work orders at various points in the work order life cycle. Use approval routing to create various approval routes.

See *PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook*, "Setting Up the Work Order System," Defining Approval Routes.

Prerequisites

Before you complete the tasks in this section:

- Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742).

  See Chapter 3, "Setting Up Service Management," Setting Up Document Type Information , page 44.

- For each document type, enter *1* in the Work Order field.

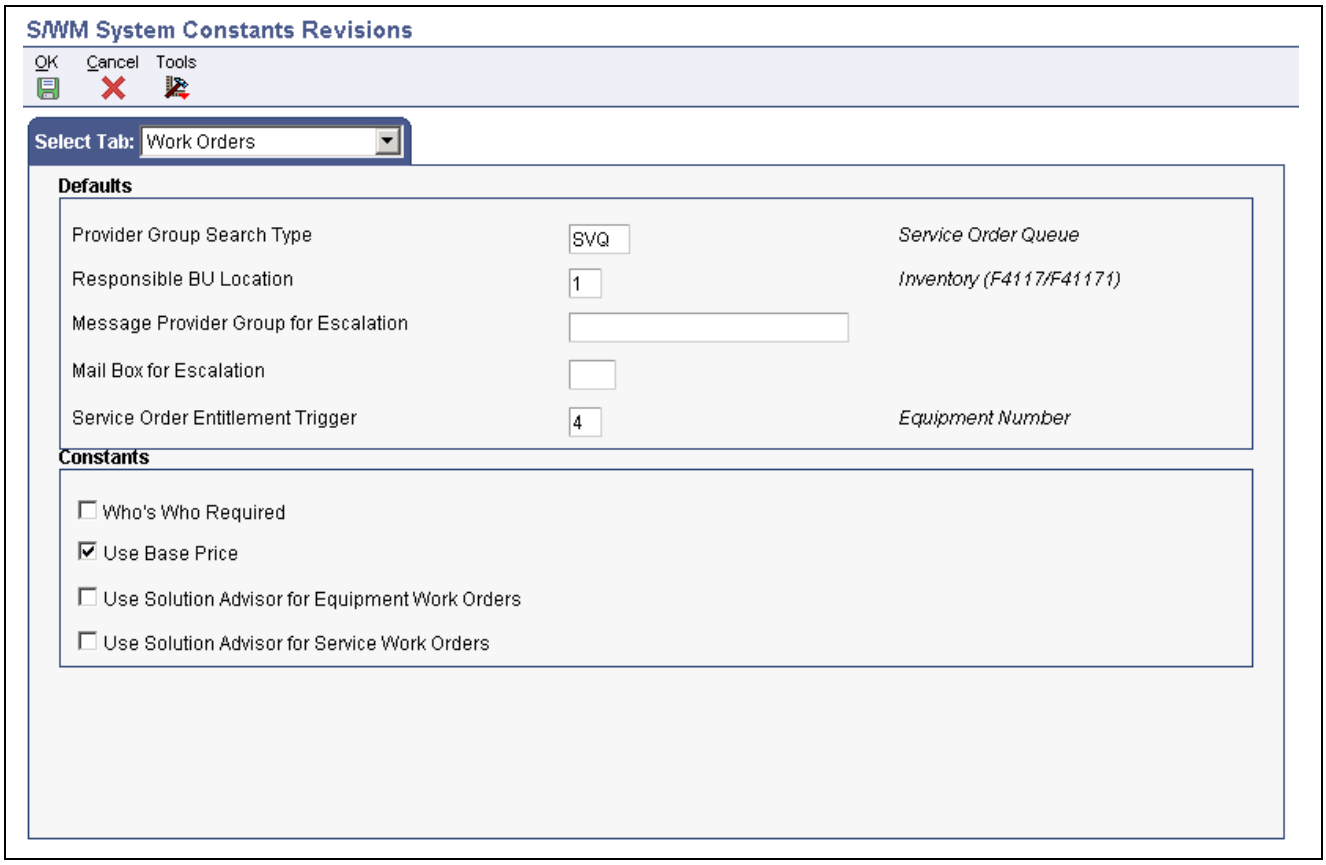
  The system uses this for splitting billing and costing amounts to different accounts, based on the service contract.

Forms Used to Set Up Work Orders for Service Management

Form Name	Form ID	Navigation	Usage
S/WM System Constants Revisions form	W17001C	Service & Warranty Setup menu (G1740), Service & Warranty Constants. Select the Work Orders tab.	Set up work order constants.
Customer (or Equipment) - Work With Work Order History	W17715A	Work Order Setup (G1742), Work Order History - Customer (or Work Order History - Equipment).	Locate work orders by customer or equipment and review history.
Work Order Activity Rules	W4826D	Daily Work Order Processing menu (G1712), Work Order Entry. On the Work With Work Orders form, locate and select the work order to which you are attaching activity rules. From the Row menu, select Supplemental, and then WO Activity Rules.	Attach activity rules to work orders.

Setting Up Work Order Constants

Access the S/WM System Constants Revisions form.



S/WM System Constants Revisions form, Work Orders tab

Provider Group Search Type Enter a user-defined code (01/ST) that identifies the kind of Address Book record that the system selects when you search for a name or message, such as suppliers, customers, or employees.

Responsible BU Location (responsible business unit location) Enter a code that specifies from which tables the system retrieves the responsible business unit (that is, the business unit to which work orders are billed).

When adding a work order, the default value for the business unit is based on the constant value. For example, if the default value of the business unit is based on the equipment number, the system retrieves the value for the responsible business unit from the Equipment Master Extension table (F1217).

The default value is 1. Values are:

1: Item Master-Service/Warranty Extension table (F4117) and the Item Branch Master-Service/Warranty Extension table (F41171)

2: Product Family/Model Master table (F1790)

3: Equipment Master Extension table (F1217)

4: Address Book Master table (F0101)

5: S/WM Line Type Constants table (F1793)

6: S/WM Customer Number (F1797)

Mail Box for Escalation Enter a user-defined code (02/MB) that specifies the provider group mailbox that the system uses to deliver the message.

Service Order Entitlement Trigger Enter a user-defined code (17/ET) that specifies which field should trigger entitlement checking when you enter a work order.

Who's Who Required An option that specifies whether the work order customer must have Who's Who records. If this option is enabled, you cannot add the work order unless the work order customer and all additional contacts reside in the Address Book-Who's Who table (F0111).

You must select a customer number from the window. The system returns the short identifier that is associated with the Who's Who record.

Use Base Price Select this option to specify whether to use the base price when pricing a work order from advanced pricing. If you enable this option, the system uses the base price.

Use Solution Advisor for Equipment Work Orders This option only applies to the CAM - Manage Equipment Work Orders program (P13714). P17714 does not reference this constant.

Use Solution Advisor for Service Work Orders This option only applies to the Service Management Workbench program (P90CD020). P17714 does not reference this constant.

Select this option to specify whether the system uses EnterpriseOne Solution Advisor to search for and maintain solutions to problems for service work orders. If you do not enable this option, the system uses Failure Analysis.

Setting Up Work Order History

Access the P17715 processing options for one of the following navigations:

- Select Work Order Setup (G1742), Work Order History - Equipment.
- Select Work Order Setup (G1742), Work Order History - Customer.

Setting Processing Options for Work With Work Order History (P17715)

Use these processing options to supply the default values for the Work With Work Order History program.

The values that you enter for these processing options determine whether the system displays a link when existing work orders are associated with the inventory item number, product model, equipment number, or customer number, if applicable.

You must first enter the status of the work orders that define the selection range criteria. Then define the number of days of history that you want to view. For example, if you enter 30 days, the program displays the product or customer link if a work order falls within the status range and was entered 30 days before the system date.

Process

These processing options specify default values for work order history.

1. Beginning Status for History Specify the beginning status in the range of work order statuses that the system displays.

2. Ending Status for History Specify the ending status in the range of work order statuses that the system displays.

3. Number of Days of History to Display Specify the range of work order creation dates to display. The system uses this option to calculate the value in the Creation Date From field.

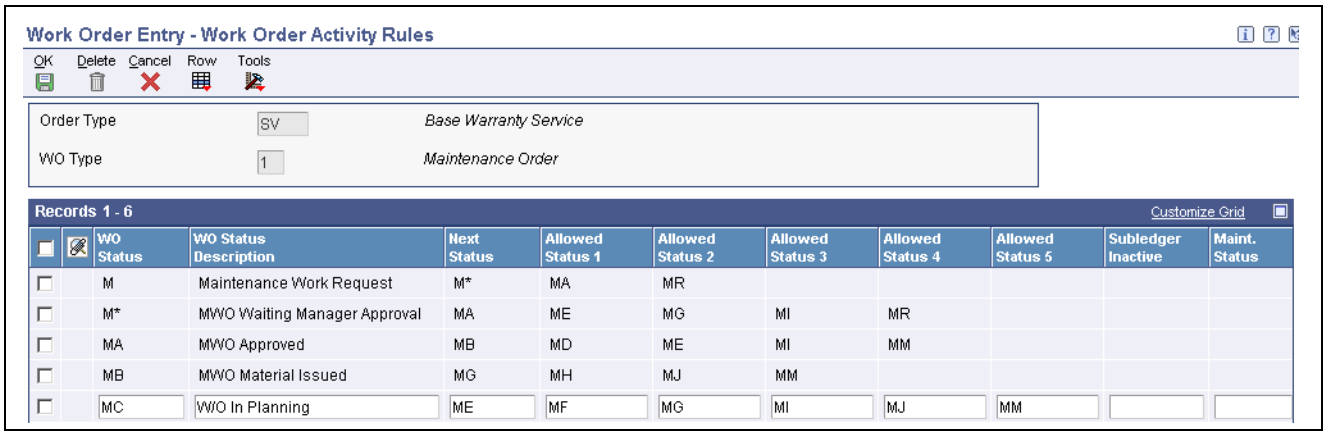
4. Work Order Type Specify the type of work orders to display. Enter a value from UDC 00/TY.

5. Repair Date From Specify the From repair date for the range of work order repair dates.

6. Repair Date Through Specify the To repair date for the range of work order repair dates.

Attaching Activity Rules to Work Orders

Access the Work Order Activity Rules form.



Work Order Activity Rules form

WO Status (work order status) Enter a user-defined code (00/SS) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

WO Status Description (work order status description) Enter a user-defined name or remark.

Next Status Displays the next status for a work order, according to the work order activity rules, as the work order moves through the approval route.

You must define a status code as a work order status in the Work Order Activity Rules table before you can use it as a next status.

Allowed Status 1 This is an optional field that indicates a status that can be assigned as the next step in the order process. Although this is not the preferred or expected next step, this status is an allowed override. The system does not allow you to initiate an order line step or status that is not defined as either the expected next status or an allowed status. Other allowed status codes allow you bypass processing steps. In processing options, these codes are often referred to as *override next status codes.*

You must define a status code as a work order status in the Work Order Activity Rules table before you can use it as a next status or another allowed status.

Maint. Status (maintenance status) Enter a user-defined code (12/MS) that indicates the maintenance status of a piece of equipment, such as *50* for maintenance due or *60* for waiting for parts.

Note. Status code *98* is reserved for canceled maintenance. Status code *99* is reserved for completed maintenance. Status code *01* (default) is reserved for initial maintenance setup.

Subledger Inactive

Use this option to indicate whether a specific subledger is inactive. Examples of inactive subledgers are jobs that are closed, employees who have been terminated, or assets that have been disposed.

Select this option to indicate that a subledger is inactive. If a subledger becomes active again, clear this option.

If you want to use subledger information in the tables for reports, but you want to prevent transactions from posting to the record in the Account Balances table (F0902), select this option. Values are:

Off: Subledger active

On: Subledger inactive

Lock Flag

Enter a code that determines whether a work order can be changed at a particular status. The lock applies to records in both the Work Order Master table (F4801) and the Work Order Instruction table (F4802). Values are:

Blank: Do not lock the work order.

1: Lock the work order.

2: Lock the work order with a completion date.

3: Do not lock the work order with a completion date.

4: Lock the work order, the parts list, and the routings.

5: Lock the work order, the parts list, and the routings with a completion date.

6: Lock the order type and the work order type only.

Creating Work Orders Using Work Order Entry (P48201/P17714)

This section provides an overview of work orders and discusses how to:

- Enter work orders using P48201/P17714.
- Set processing options for the Work Order Revisions program (P17714).

See *PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook*, "Creating Work Orders," Setting Processing Options for Work With Work Orders (P48201).

Understanding Work Orders

You create work orders to formally request and schedule corrective maintenance, such as emergency repairs, and to record and communicate information about all of the details pertaining to the maintenance task. Circumstances where you create a work order include:

- You need to bill for the parts and labor that are required to fix a piece of equipment.
- You need to send a technician to the site to repair the problem.
- You use a service provider to resolve the problem and you need to create a voucher for payment.

You can create work orders for equipment covered by warranties. When you create a work order for a piece of equipment that is under warranty, a message appears to alert you that a warranty is in effect. You indicate a piece of equipment is under warranty by creating preventive maintenance (PM) service types for the warranty.

Work orders contain basic information such as the work order number, description, and the business unit to which the work order is charged. You can enter additional information, such as category codes, to further identify the work order. You can assign record types to work orders and then enter descriptive information into each record type, to communicate important information about a task to others who are involved. For example, you might want to include special instructions and information about the parts and tools that are needed to complete the task.

In addition, you can copy parts from a standard parts list or assign nonstandard parts to a work order. You can also assign detailed labor routing instructions to a work order. For example, you can do the following:

- Identify each work center that is needed to perform the maintenance tasks.
- Specify the sequence in which the tasks are performed.
- Indicate the estimated duration of each maintenance task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or a routing attached.

When you enter a work order, the system creates a record in the Work Order Master File table (F4801) and creates an extension table to store information that is pertinent to Service Management or CAM work orders—the Service Order Extension table (F4817).

When you set processing options for Work With Work Orders (P48201), enter an Address Book number in the Originator field on the Defaults 3 tab. The system uses this address book number to search for work orders entered by a user. To display all of the work orders when you click Find on Work With Work Orders, type *0* in this field.

For the Service Management system, you can enter the document type that you want the system to use for work orders on the Defaults 2 tab. This document type can be overridden if the work order is entitled by a contract.

Note. You can access the processing options for the Work Order Revisions program by retrieving P17714 in the Interactive Versions application.

See Also

PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook, “Creating Work Orders,” Defining Work Orders

PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook, “Creating Work Orders,” Setting Processing Options for Work With Work Orders (P48201)

Prerequisites

Before entering work orders, complete the following tasks:

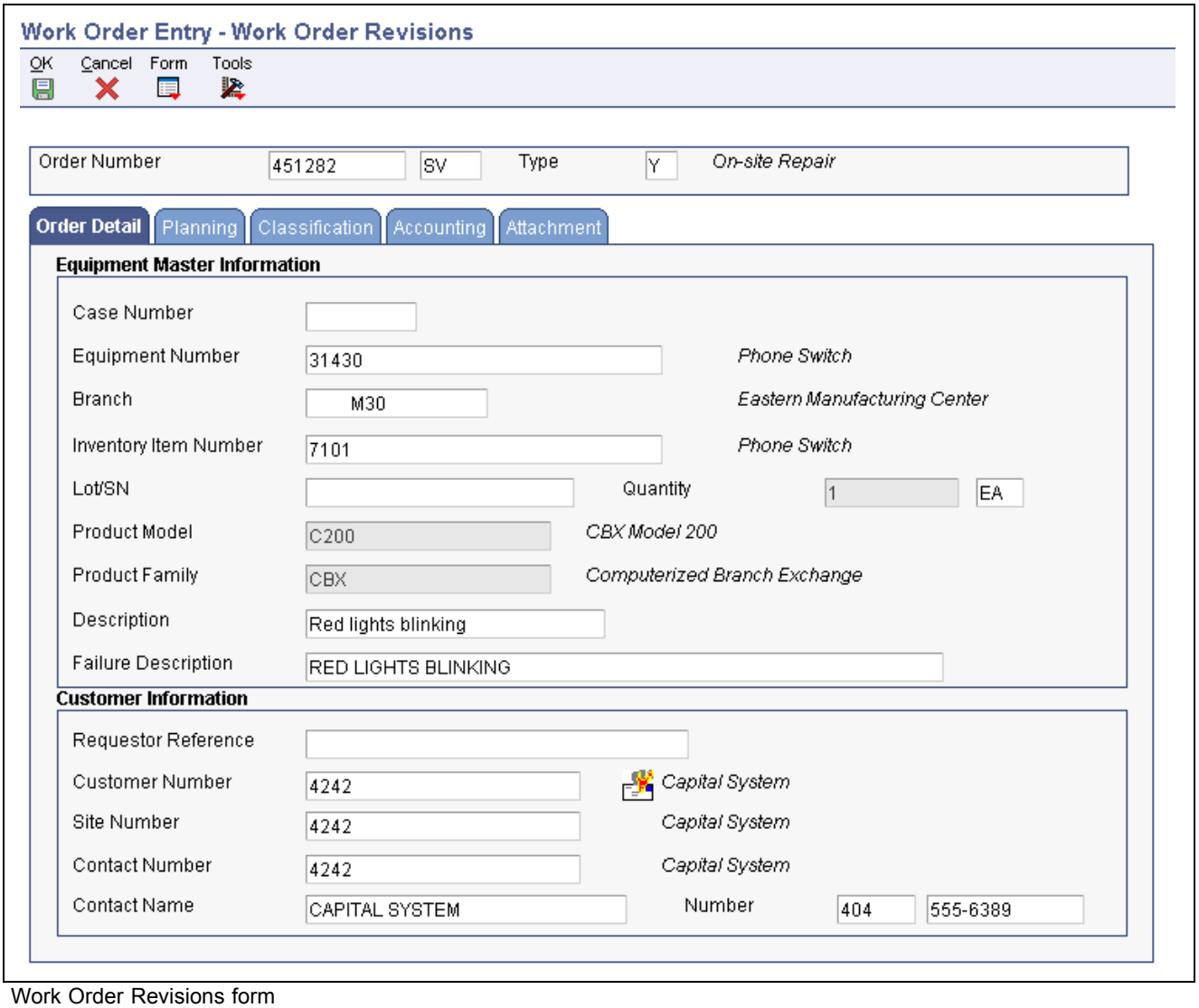
- Create a branch/plant.
- Set up Address Book SWM service provider information for the person entering work orders.
- Set up work order activity rules.

Forms Used to Enter Work Orders (P48201/P17714)

Form Name	Form ID	Navigation	Usage
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry.	Locate or add work orders.
Work Order Revisions	W17714A	On the Work With Work Orders form, click Add.	Enter a work order.

Entering Work Orders (P48201/P17714)

Access the Work Order Revisions form.



Work Order Revisions form

Select the Order Detail, Planning, Classification, and Accounting tabs.

Setting Processing Options for Work Order Revisions (P17714)

Use these processing options to supply default values for the Work Order Revisions program.

Defaults

These processing options enable you to specify the default values that the system uses when you revise or enter work orders on the Work Order Revisions form.

1. Work Order Document Type Specify the default document type that the system uses when you enter a work order. This code also indicates the origin of the transaction. Enter a value from UDC 00/DT.

2. Work Order Type Specify the order type that the system uses when you enter a work order. The order type indicates the type classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals. Enter a value from UDC 00/TY.

3. Work Order Priority Specify the default work order priority that the system uses when you enter a work order. This code indicates the priority of a work order or engineering change order in relation to other orders. Enter a value from UDC 00/PR.

4. Customer Specify an Address Book number for employees, applicants, participants, customers, suppliers, tenants, and any other address book members that the system uses as a default. An Address Book number is a number that identifies an entry in the Address Book system.

5. Manager Specify the Address Book number of a manager or a planner that the system uses as a default when you enter a work order.

6. Supervisor Specify the Address Book number of the supervisor that the system uses as a default when you enter a work order.

7. Assigned To Specify the Address Book number of a person that the system assigns to do the work when you enter a work order.

8. Inspector Specify the Address Book number of an inspector that the system uses as a default when you enter a work order.

9. Type Bill of Material Enter the bill of material type from UDC 40/TB that the system uses as a default. The system reads the bill of material type code on the work order header to know which bill of material to use to create the work order parts list.

10. Type of Routing Enter the routing type from UDC 40/TR that the system uses as a default. The system reads the routing type code on the work order header to determine which routing to use to create the work order labor instructions.

11. Failure Description Specify the information type that the system retrieves for the failure description when you enter a work order. Values are:

Blank: Do not enter a failure description.

1: Use the default service type description.

2: Use the entitlement description.

3: Use the default method of pricing.

4: Use the default Work Order description

12. Supplier Recovery Specify whether the system displays the supplier recovery fields. Values are:

Blank: Do not display the supplier recovery fields.

1: Display the supplier recovery fields.

13. Supplier Recovery Vendor Specify which supplier or vendor the system uses when it creates a supplier recovery claim from a work order or a warranty claim.

Edits

These processing options define which information is required when you enter a work order. When you activate these processing options, the system verifies that you have entered the appropriate information in the corresponding fields before it creates a work order. If you have activated any of these processing options and you do not have a value in a corresponding field, the system generates a hard error and does not allow you to enter a work order.

1. Required Equipment Number Specify whether you are required to enter an equipment number when you create a work order. Values are:

Blank: Do not require an equipment number.

1: Require the equipment number. If you do not enter an equipment number, the system generates an error and stops processing until the error is corrected.

2. Require Customer Address Number Specify whether to require a customer address number when you enter a work order. Values are:

Blank: Do not require a customer address number.

1: Require a customer address number.

3. Warn if Business Unit does not match BU associated with the Equipment Number Specify whether the system issues a warning if the responsible business unit does not match the business unit that is associated with the equipment number. Values are:

Blank: Do not issue a warning.

1: Issue a warning.

4. Tax Rate/Area Edit Specify whether the system allows a blank value for the Tax Rate/Area field. Values are:

Blank: Do not allow a blank value.

1: Allow a blank value.

5. Start Date Default Specify whether to use the current date as the default if you leave the Start Date field blank. Values are:

Blank: Do not use the current date as the default.

1: Use the current date as the default.

6. Date Edits Specify whether the system verifies dates when you enter or change a work order. Values are:

Blank: Do not verify dates.

1: Verify dates. If the system detects date errors, it generates a warning but does not stop processing.

2: Verify dates. If the system detects date errors, it generates an error and stops processing until the error is corrected.

7. Required Caller Number Specify whether the system requires you to enter the Address Book number for a caller when you are entering an order. Values are:

Blank: Caller number is not required.

1: Caller number is required.

8. Update Pricing Method Specify whether you want to prevent the system from updating the pricing method. Values are:

Blank: You can update the pricing method.

1: Do not update the pricing method.

9. Required Phone Number Specify whether to require an area code and phone number when you create a work order. Values are:

Blank: Do not require an area code and phone number.

1: Require an area code and phone number.

10. Edit Case Specify whether the system verifies that the request number on the work order exists in the Case table (F1755). Values are:

Blank: Do not verify the request number on the work order.

1: Verify the request number on the work order.

Process

These processing options define the processing that the system performs for this version of the Work Order Revisions program (P17714). You can specify whether the system retrieves default information that is based on the information that you enter for a work order. You can perform additional processing, such as creating parts list and routings, entitlement checking, and approval processing.

1. Default Manager Specify the default values for manager and supervisor addresses on the work order. Values are:

Blank: The system does not supply defaults for the manager and supervisor addresses.

1: The system uses defaults for the manager and supervisor addresses based on the following hierarchy:

Specify the default values for manager and supervisor addresses on the work order. Values are:

First: The system uses the values for the manager and supervisor from processing options.

Second: The system uses the manager value from the SWM Address Book extension record for the customer.

Third: The system uses the manager value from the equipment record.

Fourth: The system uses the values for the manager and supervisor from the Work Order Default Coding File table (F48001), based on category codes 1, 2, and 3 from the work order.

Note. The system uses the assigned-to address value from processing options first and information from the equipment record second.

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2. Recalculate Dates Specify whether the system automatically recalculates the start date (STRT) and the request date (DRQJ) for the labor detail, and the request date (DRQJ) for the parts detail. Values are:

Blank: Do not recalculate dates automatically.

1: Automatically recalculate the start and requested dates for the parts and labor detail.

3. Work Order Approval Type

Specify the approval type that the system uses for the work order approval process. The approval type indicates the type of approval path that a work order follows. Enter a value from UDC 48/AP.

4. Work Order Cross Reference

Specify the work order cross-reference, which the system uses to determine the default parent equipment number. Values are:

Blank: The equipment's immediate parent

1: The top-level parent

2: The value from the parent work order

5. Entitlement Checking

Specify whether the system performs entitlement checking and the preferred method. Values are:

Blank: Bypass entitlement checking.

1: Check entitlements using the Entitlement Dates table (F1791).

2: Check entitlements without using the Entitlement Dates table.

6. Failure Analysis

Specify whether the system requires you to perform failure analysis when you enter a work order. Values are:

Blank: Do not perform failure analysis.

1: Perform failure analysis.

7. Display Entitlement Inquiry

Specify whether the system displays the Entitlement Inquiry form following an entitlement check. Values are:

Blank: Do not display the Entitlement Inquiry form.

1: Display the Entitlement Inquiry form.

8. Create Labor Detail

Specify whether the system creates labor detail when you create a work order. Values are:

Blank: Do not create labor detail.

1: Create labor detail.

9. Display Who's Who Search

Specify whether the system displays the Who's Who Search & Select form when you continue beyond the Customer Number field and the Caller Name field is blank. Values are:

Blank: Do not display Who's Who Search & Select form.

1: Display the Who's Who Search & Select form.

10. Create Parts Detail

Specify whether the system automatically creates a parts list when you add a work order. Values are:

Blank: Do not automatically create a parts list.

1: Automatically create a parts list.

11. Work Order Status Window

Specify whether the system automatically displays the work order status window when you add a work order. Values are:

Blank: Do not automatically display the work order status window.

1: Automatically display the work order status window.

12. Create Work Order Tag files (future)

Specify whether the system creates the interoperability table (F4801Z). Values are:

Blank: Do not create the interoperability table.

1: Create the interoperability table (F4801Z).

13. E-mail Service Provider

Specify whether the system sends an email message to the primary service provider when you create a work order. Values are:

Blank: Do not send a message.

1: Send a message.

14. Hide Scheduling Tab

Specify whether to hide the Scheduling tab on the Work Order Revisions form. Values are:

Blank: Do not hide the Scheduling tab.

1: Hide the Scheduling tab.

15. Hide Classification Tab

Specify whether to hide the Classification tab on the Work Order Revisions form. Values are:

Blank: Do not hide the Classification tab.

1: Hide the Classification tab.

16. Hide Accounting Tab

Specify whether to hide the Accounting tab on the Work Order Revisions form. Values are:

Blank: Do not hide the Accounting tab.

1: Hide the Accounting tab.

17. Hide Attachment Tab

Specify whether to hide the Attachment tab on the Work Order Revisions form. Values are:

Blank: Do not hide the Attachment tab.

1: Hide the Attachment tab.

18. Create Individual Resource Assignments

Specify whether to automatically create individual resource assignments based on the assigned-to (ANP) Address Book number on the form. The system validates the address book number against the Resource Master table (F48310). Values are:

Blank: Do not create assignments.

1: Create assignments.

Equipment Master

These processing options define whether the system updates information in a corresponding equipment record to match the information in a work order.

1. Customer Number Update

Specify how the system updates the Equipment Master when you change the customer number for an equipment record on a call, a contract, or a work order. Values are:

Blank: Do not update the Equipment Master.

1: Display a prompt to update the Equipment Master.

2: Automatically update the Equipment Master.

2. Site Number Update Specify how the system updates the Equipment Master when you change the site number for an equipment record on a call, a contract, or a work order. Values are:

Blank: Do not update the Equipment Master.

1: Display a prompt to update the Equipment Master.

2: Automatically update the Equipment Master.

Versions

These processing options specify the versions of other programs that the system uses when you require additional information about the work orders. You can access these programs from Form and Row menu selections on the Work Order Revisions form.

1. Work Order Parts Detail (P17730) version Specify the version of the Work Order Parts Detail program (P17730). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Work Order Labor Detail (P17732) version Specify the version of the Work Order Labor Detail program (P17732). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Work Order Print (R17714) version Specify the version of Work Order Print (R17714) to use when you print work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

4. Equipment Work Order Report (R48425) version Specify which version of the Maintenance Work Order Report (R48425) the system uses to print maintenance work orders. If you leave this processing option blank, the system uses the XJDE0001 version.

5. Work Order Status History (P1307) version Specify the version of the Status History program (P1307) that the system uses when you inquire on the status history of a work order. If you leave this processing option blank, the system uses the ZJDE0002 version.

6. Product Repair History (P17715) version Specify the version of the Work with Work Order History program (P17715) that the system uses for product repair history. If you leave this processing option blank, the system uses the ZJDE0001 version.

7. Customer Repair History (P17715) version Specify the version of the Work with Work Order History program (P17715) that the system uses for customer repair history. If you leave this processing option blank, the system uses the ZJDE0002 version.

8. Equipment Repair History (P17715) version Specify the version of Service Order History (P17715) that the system uses for equipment repair history. If you leave this option blank, the system uses ZJDE0003.

9. Work with RMA (P40051) version Specify the version to be used for Work With Returned Material Authorization (P40051). If you leave this option blank, the system uses ZJDE0001.

10. RMA Revision (P400511) version Specify the version to be used for Return Material Authorization Revisions (P400511). If you leave this option blank, the system uses ZJDE0001.

11. Work With Contracts (P1720) version Specify the version to be used for Work With Contracts (P1720). If you leave this option blank, the system uses ZJDE0001.

12. Work With Labor Master (P3003) version Specify the version of the Work With Routing Master program (P3003). If you leave this processing option blank, the system uses the ZJDE0001 version.

13. Bill of Material Revisions (P3002) version Specify the version to be used for Bill of Material Revisions (P3002). If you leave this option blank, the system uses ZJDE0001.

14. CRP/RCCP Regeneration (R3382) version Specify the version of the CRP Regeneration (R3382) to use. If you leave this processing option blank, the system uses the XJDE0001 version.

15. Manager Address Book (P01012) version Specify which version the system uses for the Address Book program (P01012) for managers. If you leave this processing option blank, the system uses the ZJDE0001 version.

16. Failure Analysis (P17767) version Specify which version the system uses for the Failure Analysis program (P17767). If you leave this processing option blank, the system uses the ZJDE0001 version.

17. Work with Failure Analysis (P17766) version Specify the version of Work with Failure Analysis (P17766) to use. If you leave this processing option blank, the system uses the ZJDE0001 version.

18. Failure Analysis Tree Search and Select (P17763S) Specify which version of the Failure Analysis Tree Search and Select program (P17763S) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

19. Failure Analysis Search and Select (P17768) version Specify which version of the Failure Analysis Search and Select program (P17768) the system uses. If you leave this processing option blank, the system uses the ZJDE0001 version.

20. Equipment Master Revisions (P1702) version Specify the version to use for Equipment Master Revisions (P1702). If you leave this processing option blank, the system uses the ZJDE0001 version.

21. Equipment PM Schedule (P1207) version Specify the version to be used for Equipment PM Schedule (P1207). If you leave this option blank, the system uses ZJDE0001.

22. Equipment Status History (P1307) version Specify the version to be used for Equipment Status History (P1307). If you leave this option blank, the system uses version ZJDE0001.

23. Credit Check (P42050) version Specify the version to be used for Credit Check (P42050). If you leave this option blank, the system uses ZJDE0001.

24. Quick Customer/Contact Add (P01015) version Specify the version to be used for Quick Customer/Contact Add (P01015). If you leave this option blank, the system uses ZJDE0001.

25. Customer Address Book (P01012) version Specify the version to be used for Customer Address Book (P01012). If you leave this option blank, the system uses ZJDE0001.

26. Equipment Search/Select (P17012S) version Specify the version of the Equipment Search/Select program (P17012S). If you leave this processing option blank, the system uses the ZJDE0001 version.

27. Work With Work Order History (P17715) version Specify the version of the Work With Work Order History program (P17715) that the system uses to verify existing work orders and prevent duplicate work orders for an equipment number. If you leave this processing option blank, the system uses the ZJDE0001 version.

28. Work Order Quote (P17717) version Specify the version of the Online Work Order Quote Inquiry program (P17717) that the system uses after you enter the work order.

29. Resource Assignment Workbench (P48331) version Specify the version for the Resource Assignment program (P48331) to run. If you leave this processing option blank, the system uses version ZJDE0001.

30. Component Changeout (P17STAT) version Specify the version of the Component Changeout program (P17STAT) to run. If you leave this processing option blank, the system uses version ZJDE0001.

Category Codes

These processing options specify the values for category codes in the Work Order Revisions form.

Enter default category code values for the following:

1. Category Code 1 Enter the value for category code 1 that the system uses as a default. This category code indicates the current stage or phase of development for a work order. You can assign a work order to only one phase code at a time. You must enter a value that has been defined in the user-defined code table (00/W1).

2. Category Code 2 Enter the value for category code 2 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W2).

3. Category Code 3 Enter the value for category code 3 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W3).

4. Category Code 4 Enter the value for category code 4 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W4).

5. Category Code 5 Enter the value for category code 5 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W5).

6. Category Code 6 Enter the value for category code 6 that the system uses as a default. This category code indicates the status of a work order. You must enter a value that has been defined in the user-defined code table (00/W6).

7. Category Code 7 Enter the value for category code 7 that the system uses as a default. This category code indicates the service type of a work order. You must enter a value that has been defined in the user-defined code table (00/W7).

8. Category Code 8 Enter the value for category code 8 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W8).

9. Category Code 9 Enter the value for category code 9 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W9).

10. Category Code 10 Enter the value for category code 10 that the system uses as a default. This category code indicates the type or category of a work order. You must enter a value that has been defined in the user-defined code table (00/W0).

Prepayment

These processing options control whether you can record payment information for work orders.

Prepayment of a work order takes place when a seller receives a form of payment from the customer at the time of order entry. Many types of prepayments exist that a customer can use, such as cash, check, and credit card. When a prepayment takes place, the system records transaction information and indicates the payment on the invoice.

1. Prepayment Processing Specify whether to activate Prepayment Processing. Values are:

Blank: The system does not update prepayment processing files.

1: The system updates prepayment processing files.

2. Authorization Processing Specify the method of processing. Values are:

Blank: The system does not process the authorization.

1: The system processes the authorization interactively.

2: The system processes the authorization in batch or subsystem mode, based on the version.

3. Settlement Processing Specify the settlement processing method. Values are:

Blank: The system does not process the settlement.

1: The system processes the settlement interactively.

2: The system processes the settlement in batch or subsystem mode, based on the version.

4. Authorize Prepayment Transaction (R004201) version Enter the version to be used for the Authorize Prepayment Transaction UBE (R004201). If you leave this option blank, the system uses version XJDE0001.

5. Settle Prepayment Transaction (R004202) version Enter the version to be used for the Settle Prepayment Transaction (R004202). If you leave this option blank, the system uses version XJDE0001.

6. Override Next Status for Authorized Transactions (future) Specify the override next status code for authorized transactions. The override status is another allowed step in the process.

7. Override Next Status for Settled Transactions (future) Specify the next status code for settled transactions. The override status is another allowed step in the process.

Self Service

These processing options enable you to specify default values for working with self-service processing on the Web.

1. Default Responsible Business Unit Specify the default responsible business unit that system uses when you enter a customer self-service work order.

2. Default Branch Specify the default branch that the system uses when you enter a customer self-service work order.

3. Enable Customer Number Field Specify whether the system enables the customer number field on the Customer Self Service form. Values are:

Blank: Do not enable the customer number field.

1: Enable the customer number field.

4. Default Customer Number

Specify whether to use the user address book number as the default customer when you create a work order for Customer Self Service. Values are:

Blank: Do not use a default customer.

1: Use the user address book number as the default customer.

Assigning Parts to a Work Order

This section provides an overview of parts assignment and discusses how to:

- Assign parts to a work order.
- Set processing options for the Work Order Parts Detail program (P17730).

Understanding Parts Assignment

You can assign parts to a work order to satisfy parts requirements for maintenance tasks. Depending on how you set up the system, you can indicate how and when it commits inventory to satisfy a work order's parts requirements. For example, you can use Workflow Management to direct the system to commit inventory to a work order only at a particular work order status.

You can assign parts from a standard parts list that you enter when you create the work order. In addition, you can assign inventory parts that do not appear on a standard parts list, such as when you are creating a work order for an unanticipated emergency repair. You can also assign parts for which you do not maintain an inventory master, such as special order parts that you rarely need. All parts inventory information applicable to a work order appears on the Work Order Parts List form.

You can also assign parts to a work order from a standard parts list. This action is especially useful when you create work orders for routine maintenance tasks that require identical parts.

Note. You can access the processing options for the Work Order Parts Detail program by entering *P17730* in the Interactive Versions application.

Prerequisites

Verify that you have purchased and installed the following systems. You must have installed these PeopleSoft EnterpriseOne systems to use the Work Order Parts List form:

- System 30: Product Data Management.
- System 31: Shop Floor Management.
- System 40: Inventory Base and Order Processing.
- System 41: Inventory Management.
- System 43: Procurement.

Verify that standard parts lists are set up. Also, verify that the following fields on the Work Order Details form are complete before assigning parts from a standard parts list:

- Standard Parts or Instructions

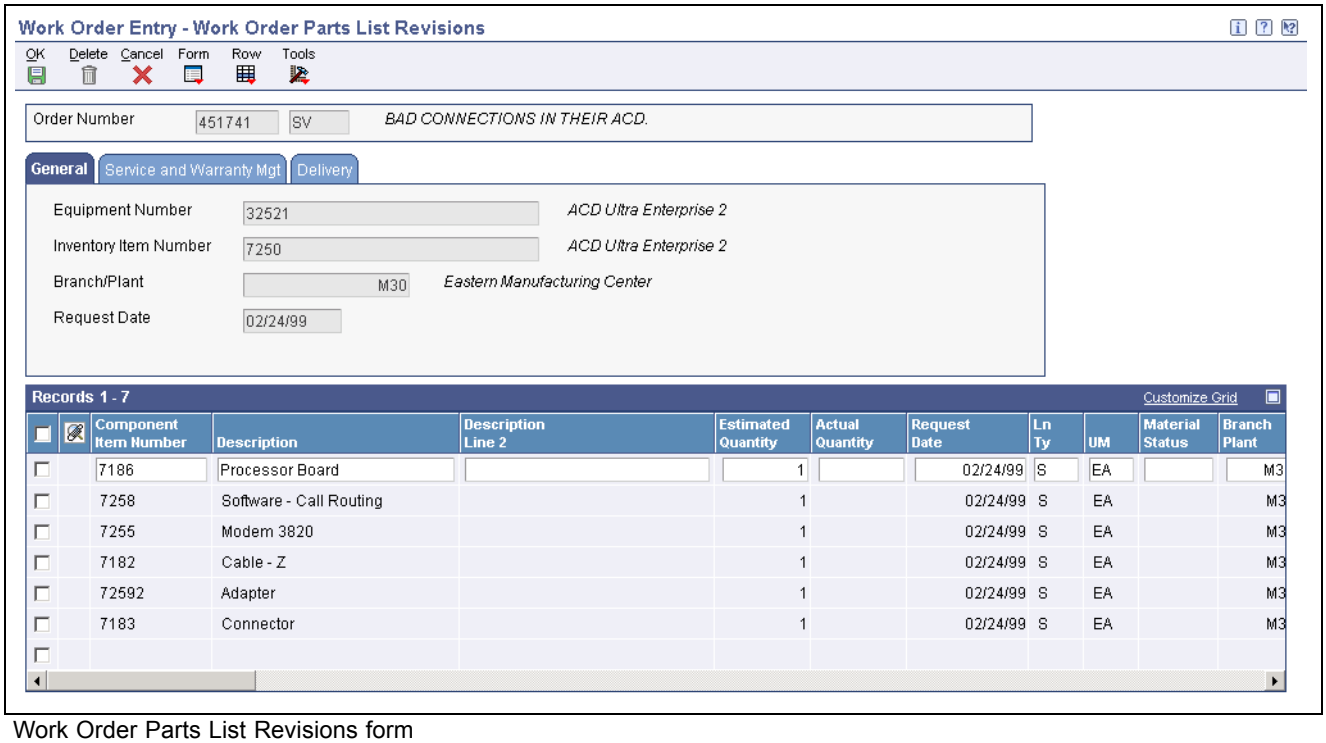
- Start Date

Forms Used to Assign Parts to a Work Order

Form Name	Form ID	Navigation	Usage
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry.	Locate work orders.
Work Order Parts List Revisions	W17730A	On Work With Work Orders, select the record and then select Parts Detail from the Row menu.	Assign parts from a standard parts list. Accept the values or enter different values for parts lists.
Copy Screen	W17730D	On Work Order Parts List Revisions, select Copy BOM from the Form menu.	Copy bill of material information.

Assigning Parts from a Standard Parts List

Access the Work Order Parts List Revisions form.



Work Order Parts List Revisions form

Setting Processing Options for Work Order Parts Detail (P17730)

Use these processing options to supply the default values for the Work Order Parts Detail program.

Note. You can access the processing options for Work Order Parts Detail by entering P17730 in the Interactive Versions (IV) application.

Display

These processing options specify whether to display certain fields.

1. Hide Billable Fields (S1773001)

Specify whether to hide the billable-related fields in the parts detail area. Values are:

Blank: Hide the billable-related fields.

1: Display the billable-related fields.

2. Hide Payable fields (S1773002)

Specify whether to hide the payable-related fields in the parts detail area. Values are:

Blank: Hide the payable-related fields.

1: Display the payable-related fields.

3. Hide Supplier Recovery fields. (S1773003)

Specify whether to hide the fields related to supplier recovery information. Values are:

Blank: Hide the fields.

1: Display the fields.

Process

These processing options specify the default values for processing work order parts detail.

1. Create Labor Detail (S1773004)

Specify whether the system creates labor detail records when you create parts detail lines for a work order. Values are:

Blank: Do not create labor detail records.

1: Create labor detail records.

2. Substitute Processing Method (S1773005)

Specify the substitute processing method that the system uses when attaching parts detail information to a work order. Values are:

Blank: Do not use substitutes for shortages.

1: Use substitutes for shortages.

2: Display the Substitute Availability form when the substitute quantity can cover the shortage.

3. Commitment Processing (S1773006)

Specify whether the system generates component commitments when the parts detail is attached to the work order.

This feature is based on the commitment control settings that are stored in the Job Shop Manufacturing Constants table (F3009). Values are:

Blank: Use the commitment control settings in the Job Shop Manufacturing Constants table.

1: Do not use commitment processing.

4. Component Generic Text (S1773007)

Specify whether to copy the text attachment for a component line item to the work order parts detail. Values are:

Blank: Do not copy the text attachment.

1: Copy the text attachment.

5. Allow selection of components (S1773008)

Specify whether the system includes all components when you copy orders. Values are:

Blank: Include all components.

1: Include only selected components.

6. Prior revision levels (S1773009)

Specify whether to allow the attachment of prior revision levels. Values are:

Blank: Do not allow the attachment of prior revision levels.

1: Allow the attachment of prior revision levels.

7. Inventory search form exit (S1773020)

Specify which form the system accesses when you choose the Form exit to search for inventory. Values are:

Blank: Item Search by Branch

1: Item Search by Supplier / Item

8. Update Material Status To (S1773021)

Specify the status code that the system uses to update the material status of components on the work order parts detail.

Enter a value from UDC 31/MS.

Warehousing

These processing options specify the default values to use with the warehousing options for parts.

1. Request Processing Mode (S1773010)

Specify whether the system generates a warehouse pick request for the items on the parts detail. Values are:

Blank: Do not generate a pick request.

1: Generate a pick request only.

2: Generate a pick request and process it via the subsystem.

Note. To use this processing option, you must complete all warehouse setup and ensure that warehouse control is turned on in the Branch/Plant Constants program (P41001).

---

2. Version for Location Selection Driver (R46171)

If processing pick requests through the subsystem, enter the version of Location Selection to use.

Blank: XJDE0007

3. Default staging location

The parts picked from the warehouse are staged at this location prior to use within manufacturing.

4. Default Staging Location for Availability

If the part is available at the staging location a request will NOT be generated.

This option only applies to parts without work center locations. Values are:

Blank: Do not verify part availability in the default staging location.

*1:*Verify part availability in the default staging location.

Versions

These processing options specify the programs to launch from the Work Order Parts Detail program.

1. Work Order Labor Details - P17732

Specify the version to use of the Work Order Labor Details program.

Blank: ZJDE0001

2. Work Order Inventory Issues - P31113

Specify the version to use of the Work Order Inventory Issues program.

Blank: ZJDE0001

EM Edits

Equipment Maintenance processing options specify default values for purchase order options.

1. Purchase Order Creation

Specify whether the system allows you to create a purchase order from the Work Order Parts Detail program (P17730). Values are:

Blank: Do not allow creation of purchase orders.

1: Allow creation of purchase orders.

2. Purchase Order Message Consolidation by Vendor

Specify, when creating purchase orders, whether the system creates an order for each detail line or consolidates the detail lines by vendor onto an order. Values are:

Blank: Do not consolidate all detail lines.

1: Consolidate all detail lines.

3. Line Type for Non-Catalogued Items

Specify the line type that the system uses when copying noncatalogued parts from the Intelligent Graphic Solution (IGS) program to the work order parts detail.

Enter a line type code from the Line Type Constants program (P40205).

Blank: The system uses the line type defined within IGS.

EM Versions

Equipment Maintenance Versions processing options specify the versions of programs to launch from the Work Order Parts Detail program (P17730).

1. Supplier Master - P04012 (Not applicable in this release)

Specify the version of the Supplier Master program (P04012).

Blank: ZJDE0001

2. Open Order Inquiry - P4310

Specify the version for the Purchase Order Inquiry program (P430301).

Blank: ZJDE0006

3. Supply and Demand Inquiry - P4021

Specify the version for the Supply and Demand Inquiry program (P4021).

Blank: ZJDE0003

4. Item Availability by Time - P3413

Specify the version of the MPS Time Series program (P3413).

Blank: ZJDE0002

5. Purchase Order Entry - P4310

Specify the version of the Purchase Orders program (P4310).

Blank: ZJDE0001

6. Equipment Parts List Search and Select - P13017S

Specify the version of the Equipment Parts List Search and Select Inquiry program (P13017S) that you access from the Work Order Parts Detail form.

Blank: ZJDE0001

7. Work Order Pick List - R13415

Specify the version of the Work Order Pick List program (R13415) that you access from the Work Order Parts Detail form.

Blank: XJDE0001

Export

These processing options specify the default values for export and change transactions.

1. Transaction Type for the export transaction

Specify the transaction type that the system uses for export processing or for supply chain scheduling and planning.

Enter a value from UDC 00/TT.

Blank: Do not use export processing.

2. Before Image Processing (Future)

Specify whether the before image of the record is to be written for change transactions. Values are:

Blank: Do not write before image for change transactions

1: Write before image for change transactions

IGS

This processing option specifies the mode to use when calling the IGS product.

1. Enter value for the IGS Mode when calling the IGS URL.

Specify the mode to use when calling the IGS product. Values are:

Blank: assy (assembly)

toplevel

item

asset

bom

Assigning Labor to a Work Order

This section provides an overview of labor assignment and discusses how to:

- Copy labor details from standard instructions.
- Manually assign labor details.
- Set processing options for the Work Order Labor Detail program (P17732).

Understanding Labor Assignment

When you know in advance the labor requirements for a particular task, you can set up standard labor instructions (labor details) for the task. You can copy from these instructions when you need to assign labor details for similar tasks.

After you have created a work order, you can manually assign labor details for any task for which you have not set up standard instructions.

You can specify which work center is responsible for each task on a work order. You can specify the sequence of operations for each task, as well as the labor rates and the number of hours necessary to complete each task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or labor detail attached.

Note. You can access the processing options for the Work Order Labor Detail program by retrieving P17732 in the Interactive Versions application.

Prerequisites

To use labor detail for work orders, verify that you have purchased and installed the following required PeopleSoft EnterpriseOne systems:

- System 30: Product Data Management.
- System 31: Shop Floor Management.
- System 40: Inventory Base and Order Processing.
- System 41: Inventory Management.
- System 43: Procurement.

Forms Used to Assign Labor to a Work Order

Form Name	Form ID	Navigation	Usage
Work With Work Orders	W48201F	Daily Work Order Processing menu (G1712), Work Order Entry.	Locate work orders.
Work Order Labor Details	W17732D	On Work With Work Orders, locate the record and select Labor Detail from the Row menu.	Manually assign labor details.
Copy by Item	W17732A	On Work Order Labor Details, select Copy by Item from the Form menu.	Copy labor detail information from standard instructions. You can accept the values or enter different values. The system completes the Work Order Labor Details form with values from the standard labor instructions.

Copying Labor Details from Standard Instructions

Access the Copy by Item form.

On Copy by Item, click OK to copy the standard instructions for the displayed item and branch/plant to the work order labor details.

You can accept the values on the Copy by Item form or enter different values. The system completes the Work Order Labor Details form with values from the standard instructions.

On Work Order Labor Details, make any additional changes and click OK.

Manually Assigning Labor Details

Access the Work Order Labor Details form.

Select the applicable instructions to attach to the work order and click OK.

Setting Processing Options for Work Order Labor Detail (P17732)

Use these processing options to supply default values for the Work Order Labor Detail program.

Process

These processing options specify the default values for labor processing.

1. Parts Detail

Specify whether the system creates parts detail records when you create labor detail lines for a work order. Values are:

Blank: Do not create parts detail records.

1: Create parts detail records. The system stores the parts detail information in the Work Order Parts List table (F3111).

2. Operation's Generic Text Specify whether the system copies the generic text of an operation and attaches it to a work order labor detail record. Values are:

Blank: Do not copy the generic text.

1: Copy and attach the generic text.

3. Queue and Move Hours Specify whether the system enters the queue and move hours from the work center into the Work Order Labor Detail program (P17732), when the queue and move hours are blank in the Work With Routing Master program (P3003). Values are:

Blank: Do not enter the queue and move hours from the work center.

1: Enter the queue and move hours from the work center only when those fields are blank in the Routing Master program.

2: Enter the queue and move hours from the work center only when you manually add a routing step or instruction in the detail area for work orders.

4. Address Search Type for employees Specify the address Search Type (from UDC 01/ST) for employees. If you leave this processing option blank, the system uses the value *E*.

Defaults

This processing option specifies the time basis code.

1. Time Basis Code Specify the Time Basis Code (from UDC 30/TB). If you leave this processing option blank, the system uses the value *U*.

Display

These processing options specify whether the system displays particular fields.

1. Billable Fields Specify whether the system displays the billable-related fields in the labor detail area. Values are:

Blank: Display the billable-related fields.

1: Hide the billable-related fields.

2. Payable Fields Specify whether the system displays the payable-related fields in the labor detail area. Values are:

Blank: Display the payable-related fields.

1: Hide the payable-related fields.

3. Hide Contract-related fields Specify whether the system displays the contract-related fields, such as Customer Number, Site Number, Entitlement Check, Coverage Group, and Percentage Covered. Values are:

Blank: Display the contract-related fields.

1: Hide the contract-related fields.

Export

This processing option specifies the export transaction type.

1. Transaction Type Specify a transaction type for a work order to use for export processing or for supply chain scheduling and planning. Enter a value from UDC 00/TT. If you do not want to use export processing, leave this processing option blank.

Versions

These processing options specify the versions of programs to launch from the Work Order Labor Details form.

1. Capacity Load program (P3313) Specify the version of the Capacity Load program (P3313). The system uses this program to identify the capacity load in a work center for a specific operation in the work order routing. If you leave this processing option blank, the system uses the ZJDE0003 version.

2. Work With Activity Based Costing Workbench (P1640) Specify the version of the Activity Based Costing Workbench program (P1640). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Equipment Master Workbench (P1701) Specify the version of the Work with Equipment Master program (P1701). If you leave this processing option blank, the system uses the ZJDE0001 version.

4. Work Order Process Resource Revisions (P3111P) (Future) Specify the version of the Work Order Process Resource Revisions program (P3111P). If you leave this processing option blank, the system uses the ZJDE0001 version.

Creating Work Orders Using the Service Management Workbench (P90CD020)

This section provides an overview of the workbench and discusses how to:

- Enter work orders using the Service Management Workbench.
- Set processing options for the Service Management Workbench (P90CD020).

Understanding the Service Management Workbench

The Service Management Workbench provides an interface that improves usability and navigation. You can add and revise service orders, as well as parts and labor, without having to access the programs separately using Row menus. Instead, programs are available from tabs and detail links from the Service Work Order - Manage <work order description> form.

If your organization is using scripting, use the Script Runtime program (P90CF180) to guide you through a script that enables you to find a solution to a work order. A script is a predefined set of questions or statements that are joined in a particular order and used to gather information from respondents.

See *PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook*, "Setting Up Solution Advisor".

See *PeopleSoft EnterpriseOne Customer Relationship Management 8.11 Support Applications PeopleBook*, "Setting Up and Managing Scripts".

Prerequisites

The prerequisites for the Service Management Workbench are the same as for the Work Order Entry program.

Forms Used to Enter Work Orders (P90CD020)

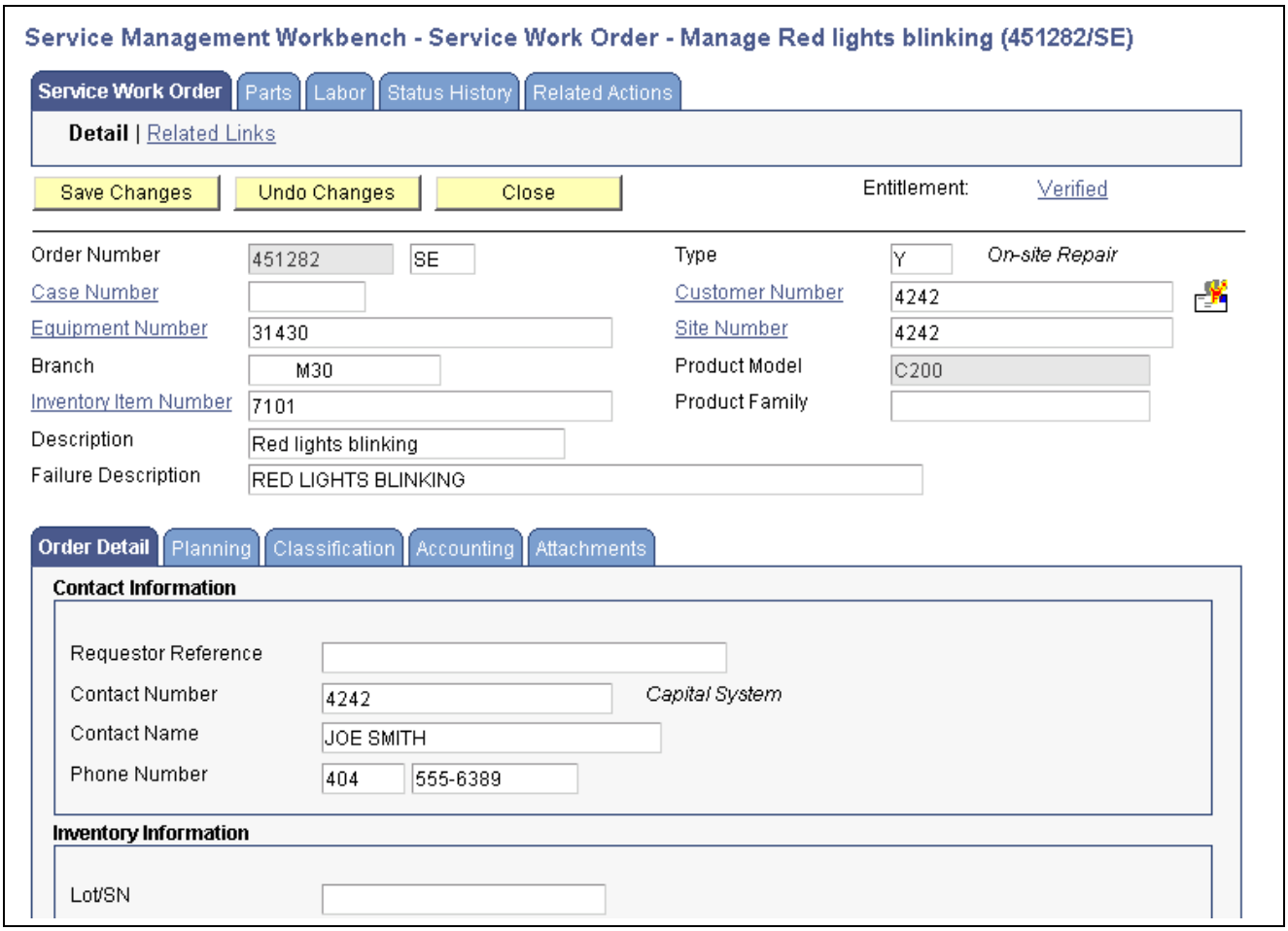
Form Name	Form ID	Navigation	Usage
Search For Service Work Orders	W90CD020B	Daily Work Order Processing (G1712), Service Management Workbench.	Search for or add work orders.
Add Work Order	W90CD002A	On Search for Service Work Orders, click Add to create a work order.	Add service work orders.
Service Work Order - Manage <work order description>.	W90CD002B	Do one of the following: • On the Add Work Order form, clickSave and Continue to continue with the work order and make additional changes or start to add the parts and labor. On the Add Work Order form, click Save and Exit to save the work order and return to the Search for Service Work Orders form. • On the Search for Service Work Orders form, select a work order and clickSelect to view or revise work order information	Enter, view, or revise work orders. Select the Order Detail, Planning, Classification, Accounting, or Attachment tabs.
Service Work Order - Related Links for <work order description>.	W90CD002C	On Service Work Order - Manage <work order description>, select the Related Links detail link.	Maintain or view the work order information as allowed by the following links: • Work Order • Customer • Equipment • Related Orders
Work With Work Order History	W17715A	On Service Work Order - Manage <work order description>, select the Equipment History detail link.	View or revise equipment history for work orders.
Service Work Order Parts - Manage <work order description>.	W90CD015A	On Service Work Order - Manage <work order description>, select the Parts tab.	View or revise parts detail for work orders.
Service Work Order Labor - Manage <work order description>.	W90CD018A	On Service Work Order - Manage <work order description>, select the Labor tab.	View or revise labor detail for work orders.

Page Name	Object Name	Navigation	Usage
Service Work Order Solution - Manage <work order description>, Attempted Solutions.	W90CD017A	On Service Work Order - Manage <work order description>, select the Solution tab.	View, revise, or assign solutions for work orders. **Note.** These Solution items are only applicable if you are using Solution Advisor. Otherwise, access is not available.
Service Work Order Solution - Manage <work order description>, Frequently Used.	W90CD017B	On Service Work Order - Manage <work order description>, select the Frequently Used link.	Find frequently used solutions for work orders and assign a solution to a work order if applicable.
Service Work Order Solution - Manage <work order description>, Search.	W90CD017C	On Service Work Order - Manage <work order description>, select the Search link.	Search for similar solutions for work orders.
Service Work Order Solution - Manage <work order description>, Create New.	W90CD017D	On Service Work Order - Manage <work order description>, select the Create New link.	Create new work order solutions and add them to the solution database.
Service Work Order Status History - Manage <work order description>.	W90CD003B	On Service Work Order - Manage <work order description>, select the Status History tab.	View status history for work orders.
Service Work Order Related Actions - Manage <work order description>.	W90CD019A	On Service Work Order - Manage <work order description>, select the Related Actions tab.	Associate a script with a work order.

Entering Work Orders (P90CD020)

Access the Work Order - Manage <work order description> form.

You enter additional information on this form after you enter basic work order information on the Service Management Workbench - Add Work Order form.



Work Order - Manage <work order description> form

Setting Processing Options for Service Management Workbench (P90CD020)

Use these processing options to set default values for the Service Management Workbench program.

Defaults

These processing options specify default values for service work orders.

1. Originator The Address Book number of the person who originated the change request. The system verifies this number against the Address Book.

2. Assigned To The Address Book number of the person assigned to do the work.

3. Categories - Work Order 01 A user-defined code (00/W1) that indicates the current stage or phase of development for a work order. You can assign a work order to only one phase code at a time.

Note. Some forms contain a processing option that enables you to enter a default value for this field. If you enter a default value on a form for which you have set this processing option, the system displays the value in the appropriate fields on any work orders that you create. The system also displays the value on the Project Setup form. You can either accept or override the default value.

4. Categories - Work Order 02

A user-defined code (00/W2) that indicates the type or category of a work order.

Note. A processing option for some forms enables you to enter a default value for this field. The system enters the default value automatically in the appropriate fields on any work orders that you create on those forms and on the Project Setup form. You can either accept or override the default value.

5. Categories - Work Order 03

A user-defined code (00/W3) that indicates the type or category of the work order.

Note. A processing option for some forms enables you to enter a default value for this field. The system enters the default value automatically in the appropriate fields on any work orders that you create on those forms and on the Project Setup form. You can either accept or override the default value.

6. Priority

A user-defined code (00/PR) that indicates the relative priority of a work order or engineering change order in relation to other orders.

7. Order Type

A user-defined code (00/DT) that identifies the type of document. This code also indicates the origin of the transaction. PeopleSoft has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.) The following document types are defined by PeopleSoft and should not be changed:

- *P:* Accounts payable documents.
- *R:* Accounts receivable documents.
- *T:* Payroll documents.
- *I:* Inventory documents.
- *O:* Purchase order processing documents.
- *J:* General accounting/joint interest billing documents.
- *S:* Sales order processing documents.

8. Type - W.O.

A user-defined code (00/TY) that indicates the classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals.

9. Status Code (From)

A user-defined code (00/SS) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

10. Status Code (To)

A user-defined code (00/SS) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

11. Requested Date (From) The date that an item is scheduled to arrive or that an action is scheduled for completion.

12. Requested Date (To) The date that an item is scheduled to arrive or that an action is scheduled for completion.

13. Start Date (From) The start date for the order. You can enter this date manually, or have the system calculate it using a backscheduling routine. The routine starts with the required date and offsets the total lead time to calculate the appropriate start date.

14. Start Date (To) The start date for the order. You can enter this date manually, or have the system calculate it using a backscheduling routine. The routine starts with the required date and offsets the total lead time to calculate the appropriate start date.

15. Completed Date (From) The date that the work order or engineering change order is completed or canceled.

16. Completed Date (To) The date that the work order or engineering change order is completed or canceled.

Versions

These processing options specify the versions to use of the Service Work Order Revisions program.

1. Service Work Order Revisions (P90CD002) Version. Specify a particular set of data selection and sequencing settings for the application. Specify the version. If you leave this processing option blank, the system uses the ZJDE001 version.

Processing Work Orders

This section provides an overview of work order processing and discusses how to:

- Generate and print quotes for work orders.
- Set processing options for the Work Order Quote program (R17711).
- Create prepayment transactions for work orders.
- Issue material from a single location.
- Issue material from multiple locations.
- Set processing options for the Work Order Inventory Issues program (P31113).
- Review and approve inventory journal entries.
- Enter time.
- Set processing options for the Work Order Time Entry program (P311221).
- Update hours and quantities.
- Set processing options for the W.O. Hours and Quantity Update program (R31422).
- Review and approve cost routing journal entries.
- Post cost routing journal entries to the general ledger.

Understanding Work Order Processing

After you have created work orders and made any necessary revisions, you can complete a number of tasks associated with processing work orders.

Quotes for Work Orders

You can generate quotes for work orders and print them for your customer. The Work Order Quote program (R17711) displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.

Note. You can also generate and print work order quotes directly from the work order. Refer to the information about generating and printing a work order quote in the Service Management Guide.

Work Order Prepayment Transactions

To track a customer's payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If payment has already been made for service, the invoice reflects that the work order has been prepaid. If prepayments are being used with the work order, the full amount of the work order must be prepaid.

You can enter a work order to formally request repair work and schedule maintenance. You can also use work orders to record and communicate all details that are related to the repair task.

You must create a work order master for every service that you track. The work order master consists of basic information that defines the work order, such as the work order number, description, and the business unit to which the work order is charged. You can also enter additional information, such as category codes, to further identify the work order.

In addition, you can copy parts from a standard parts list or assign nonstandard parts to a work order. You can also assign detailed labor routing instructions to a work order. You can perform the following steps:

- Identify each work center that is needed to perform repair tasks.
- Specify the sequence in which the tasks are performed.
- Indicate the estimated duration of each task.

You can delete any work order from the system unless it has any of the following characteristics:

- It is used as a parent work order.
- It has any account ledger transactions associated with it.
- It has a parts list or a routing attached.

Issuing Inventory to Work Orders

You can use the Inventory Issue Revisions form to issue material that is associated with a work order. You can also change the commitments that the system recorded. When you change commitments, the system displays an error message if the quantities do not equal the total quantity required. The system also adjusts the available balance for any location for which you changed the quantity that is committed. The system creates journal entries. The total cost of each part can be split into separate journal entries, based on the percentage of the part that is covered under a contract.

To reverse an issue transaction, enter the item quantity as a negative number. The system decreases the amount in the Quantity Issued field.

Note. When you set processing options for Work Order Inventory Issues (P31113), locate the Work Order Number processing option on the Equipment Management tab. For Service Management, enter *1* for equipment issue entries.

Inventory Journal Entries: Review and Approval

When you review journal entries for posting, you can display a list of batches based on the batch type, number, date, status, or your user ID. For example, you can review all batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a particular journal entry for review.

After you enter and review a batch of journal entries, you might need to approve it before posting can occur. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

Cost Routing Journal Entries: Review and Approval

When you review journal entries for posting, you can display a list of batches that are based on the batch type, number, date, status, or your user ID. For example, can review all of the batches with a posting status of pending. If the batch review security feature is activated, the system lists only the batches that you are authorized to review and approve.

After you review a list of batches, you can access transaction detail within a batch of journal entries. For example, you can review the number of journal entries within a batch. You can also select a particular journal entry for review.

After you enter and review a batch of journal entries, you might need to approve the batch before it can be posted. Based on your company requirements as defined by the general accounting constants, the system assigns either a pending or an approved status to the batch.

Time Entry

Use the Work Order Time Entry program (P311221) to charge hours and quantities to a work order. You can use the processing options to display the information in order number format or employee number format. Use these formats to record time and quantities for employees against work order routing steps, or work order routing steps against employees.

Note the following important information about entering hours and quantities:

- Enter the quantity completed only once for each operation sequence number. Entering the quantity for each type of hours causes a variance amount.
- Enter hours using beginning and ending times for each entry or enter the actual hours up to two decimal places.
- Reverse completed or scrapped quantities that you have entered by entering the quantity as a negative value.

Hours and Quantities

To process the hours and quantities that you have entered and to create journal entries for the costs, you must run the Hours and Quantities Update batch program. This program updates the Work Order Routing table (F3112) and creates journal entries. The total cost of each routing is split into separate journal entries, based on the percentage of the routing that is covered under a contract. After you run this program, you cannot make changes.

You can run the Hours and Quantities Proof program (R31322) before running W.O. Hours and Quantities Update (R31422) to review and correct any errors.

Note. In the processing options of the W.O. Hours and Quantities Update program, you must activate the SWM processing option 1, Create SWM Journal Entries, for the system to create journal entries.

Work Order Workfile Generation Program

Generating the work order workfile enables you to do the following:

- Bill customers for services that you provided to them.
- Pay service providers for services that they provided to your company.

The system retrieves the billing information from the parts and routing detail lines.

The following tables are accessed when you generate the work order workfile:

Table	Description
Work Order Master File (F4801)	Contains general work order information
Service Order Extension (F4817)	Contains work order information that is specific to Service Management
Work Order Parts List (F3111)	Contains general parts list information
Parts Extension (F31171)	Contains parts list information that is specific to Service Management
Work Order Routing (F3112)	Contains general routing and instruction information
Routing Instructions - Extension (F31172)	Contains information about routings and instructions that is specific to Service Management

Generating the work order workfile creates or updates the following tables:

Table	Description
Billing Details Workfile (F4812)	When you run the Work Order Workfile Generation program in final mode, the system creates table F4812 records for each detail line within the Work Order Parts List table (F3111) and Work Order Routing table (F3112). When you create payable records to pay a service provider, the system creates a record within the billing details workfile for the covered expense and a separate record for the noncovered expense.

Table	Description
Parts Extension (F31171)	Based on the processing involved, it is possible for the system to update the following fields: • Date Billed • Date Paid • Actual Billable Unit • Actual Payable Unit • Actual Billable Amount • Actual Payable Amount
Routing Instructions - Extension (F31172)	Based on the processing involved, it is possible for the system to update the following fields: • Date Billed • Date Paid • Actual Billable Rate • Actual Payable Rate • Actual Billable Amount • Actual Payable Amount

See Also

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Work Order Processing," Working with Work Orders on the Web

PeopleSoft EnterpriseOne Capital Asset Management 8.11 PeopleBook, "Adding Costs to Work Orders," Posting Inventory Issues to the General Ledger

PeopleSoft EnterpriseOne General Accounting 8.11 PeopleBook, "Processing Journal Entries," Posting Journal Entries

Prerequisites

Before you complete the tasks in this section:

- Set up work order document types in the Document Type Maintenance program (P40040) from the Work Order Setup menu (G1742).
- Set up inventory AAIs to track inventory cost.
- Ensure that the document type on your work order is set to 1 in the Work Order field on the Document Type Maintenance program (P40040).
- Set up AAIs to cost routings.
- Complete the parts and labor details for the applicable work orders.

  The prices for the parts and the cost of the labor are the basis for quotes.
- Define the processing options for the Work Order Revisions program (P17714) to process prepayment transactions.

Forms Used to Process Work Orders

Form Name	Form ID	Navigation	Usage
Work Order Quote Inquiry	R17711	Daily Work Order Processing (G1712), Work Order Quote.	Generate and print quotes for work orders.
Work Order Revisions	W17714A	Daily Work order Processing (G1712), Work Order Entry. Select the Accounting tab.	Create work order prepayments.
Inventory Issues Revision	W31113A	Daily Work Order Processing (G1712), Work Order Inventory Issues. Complete the Skip to Order Number field and click Find. Select an item.	Issue material from a single location.
Select Multiple Locations	W42053B	Daily Work Order Processing (G1712), Work Order Inventory Issues.	Issue materials from multiple locations.
Work With Work Order Time Entry	W311221B	Daily Work Order Processing (G1712), Work Order Time Entry. Click Add to enter hours and quantities.	Enter time for work orders.

Generating and Printing Quotes for Work Orders

Access the Work Order Quote Inquiry form.

To generate and print a work order quote online:

1. Locate and select a work order for which you want to create a quote.
2. From the Row menu, select Costing/Analysis, and then select Work Order Quote.
3. On Online Work Order Quote Inquiry, review the quote.

   The system displays the estimated quantities and amounts for all parts and labor, including taxes and the total amount of the work order.
4. To print the quote, select Print Quote from the Form menu.

Setting Processing Options for Work Order Quote (R17711)

Use these processing options to supply the default values for the Work Order Quote program.

Display

Although processing options are set up during EnterpriseOne implementation, you can change processing options each time that you run a program.

1. Currency to Print Specify which currency to print. Values are:

F: Foreign

D: Domestic

2. Print Non-Billable Lines Specify which detail lines appear on the report. Values are:

Blank: Show all detail lines.

1: Do not show detail lines that are designated as nonbillable by the Bill Y/N field.

Vertex

These processing options only pertain if Vertex's Quantum sales and use tax software (third-party tax software) has been implemented.

Billables

1. Parts Transaction Type Specify which Vertex transaction type to use when you tax billable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

2. Routing Transaction Type Specify which Vertex transaction type to use when you tax billable routing. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

3. Flat Rate Billing Transaction Type Specify which Vertex transaction type to use when you tax flat rate billings. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the default value SERVIC.

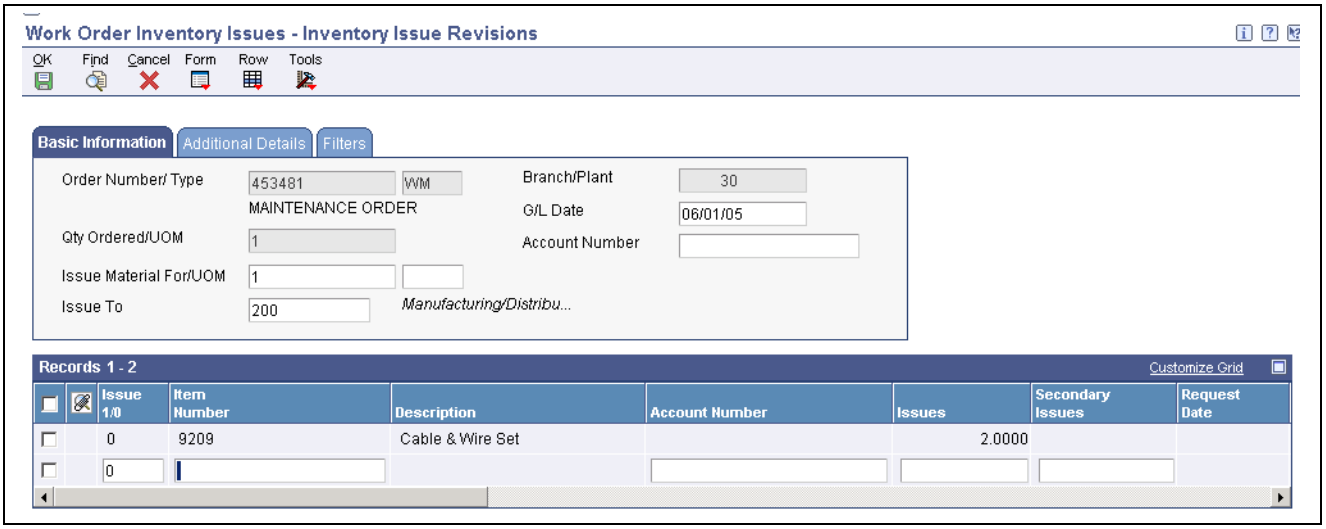
Creating Work Order Prepayment Transactions

Access the Work Order Revisions form.

Complete the payment information on the Accounting tab.

Issuing Material from a Single Location

Access the Inventory Issue Revisions form.



Inventory Issue Revisions form

Skip to Order Number	A number identifying the original document. This can be an invoice number, work order number, sales order number, journal entry number, and so on.
Issue Material For/UOM	The total quantity requested.
Issue To	A number that identifies an entry in the Address Book system, such as employee, applicant, participant, customer, supplier, tenant, or location.
Mt St	A user-defined code (31/MS) that identifies the current status of a particular component on the work order.
Quantity Ordered	The quantity of units affected by the transaction.
UM	A user-defined code (00/UM) that identifies the unit of measurement for an amount or quantity. For example, it can represent a barrel, box, cubic meter, liter, hour, and so on. On this form, if you leave this field blank, the system uses the value from the Parts List table and updates the quantities in the Item Location table in the primary unit of measure.
Location	The storage location from which goods will be moved.
Lot Serial Number	A number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

Issuing Material from Multiple Locations

Access the Select Multiple Locations form.

To issue material from multiple locations:

1. Complete the Skip to Order Number field and click Find.
2. Select an item and click Select.
3. On Inventory Issue Revisions, complete the Issues field.
4. Select an item and then select Multi-Location from the Row menu.
5. On the Select Multiple Locations form, review the default information:
   - Quantity
   - Location
   - Lot / Serial

- Branch/Plant

Issues Enter the total quantity requested.

Quantity Enter the number of units committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure defined for this item.

In the Manufacturing system and Work Order Time Entry, this field can indicate completed or scrapped quantities. The quantity type is determined by the type code entered.

Location Displays the area in the warehouse where you receive inventory. The format of the location is user-defined and you enter the location format for each branch/plant.

Lot / Serial Enter a number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

Setting Processing Options for Work Order Inventory Issues (P31113)

Use these processing options to supply default values for the Work Order Inventory Issues program.

Edits

These processing options control default values for the Inventory Issues program—for example, the default document type for inventory issues—as well as the status beyond which the system cannot issue inventory and the lot hold codes that still enable you to issue inventory to a lot. You can also determine whether an error message appears when an issue causes the on-hand quantity to become negative.

1. Document Type Specify the default document type that the system enters when issuing inventory. Document type is a user defined code (00/DT) that identifies the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Defined Codes form.

2. Work Order Status Code Specify the default status code for the issued material on the work order header. Work order status code is a user defined code (00/SS) that identifies the status of the work order that the system uses when a material issue has been performed. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not update the work order header status code.

3. Material Status Code Specify the default material status code that the system uses on the work order header. Material status code is a user defined code (31/MS) that identifies the status of the material to use when the system issues material. Enter the status code to use as the default value or choose it from the Select User Defined Codes form. If you leave this field blank, the system does not enter a material status code.

4. Work Order Status Code Limit Specify the default status code that the system assigns to the work order header, at or beyond which the system cannot issue material.

5. Negative Quantity on Hand Specify whether the system displays an error message when the material issued sets the on-hand quantity to a negative amount. Values are:

Blank: The system does not display an error message for negative on-hand quantities.

1: The system displays an error message for negative on-hand quantities.

6. Item Sales History

Blank: The system does not update the Sales Item History table.

1: The system updates the Sales Item History table.

7. Unplanned Issues

Specify the default document type of the purchase order associated with the simultaneous issue and receipt of material. Purchase order document type is a user defined code (00/DT) that identifies the document type that the system uses when searching for an open purchase order. Enter the document type to use as default value or choose it from the Select User Define Codes form. If you leave this field blank, the system uses OP as the document type.

Blank: The system does not process unplanned issues.

1: The system processes unplanned issues.

8. Purchase Order Document Type

Specify the default document type of the purchase order associated with the simultaneous issue and receipt of material.

Purchase order document type is a user-defined code (00/DT) that identifies the document type that the system uses when searching for an open purchase order. Enter the document type to use as default value or select it from the Select User Defined Codes form. If you leave this field blank, the system uses OP as the document type.

9. Enter Allowed Lot Status Group to validate

Lot Group is the name of a user defined list of allowed non-blank lot status codes. Entry of a Lot Group name in the Processing Option will allow this Application to process lots whose lot status code is defined within the specified Lot Group Name.

Display

These processing options control the display of values in the Inventory Issue program. For example, you can specify that the system only display components with valid issue type codes, and that the issue quantity is displayed with shrink or yield already applied.

1. Issue Type Code

Specify whether the system displays all components or only components with a valid issue type code. Values are:

Blank: The system displays components of all issue type codes.

1: The system displays only components with valid issue type codes.

2. Lot Number

Specify whether the system protects the Lot Number field from entry. Values are:

Blank: The system allows you to enter a value in the Lot Number field.

1: The system does not allow you to enter a value in the Lot Number field.

3. Issue Material For

Specify whether the system enters the recommended issued quantity for all components with a valid issue type code.

The system uses the value from the Issue Material For field on the Work With Work Order Inventory Issue form. The system issues only items with an issue quantity. Values are:

Blank: The system does not enter the quantity.

1: The system automatically enters the quantity.

4. Apply Shrink to Issue Quantity

A code that controls whether the system applies a parent item's shrink factor to the recommended issue quantity of a component item. Values are:

Blank: The system does not apply the shrink factor to the issue quantity.

1: The system applies the shrink factor to the issue quantity.

5. Apply Yield to Issue Quantity

A code that specifies whether the system applies operation scrap percentage to the recommended issue quantity of a component item. Values are:

Blank: The system does not apply the operation scrap percent to the issue quantity.

1: The system applies the operation scrap percent to the issue quantity.

6. Select All Lines for Issue on Entry

Specify whether the system processes unviewed records after you click OK. The detail area displays components one page at a time. Click OK before scrolling down to view and process all records. Values are:

Blank: Process unviewed records after clicking OK.

1: Do not process unviewed records after clicking OK.

7. Display Only Open Lines

Specify whether the system displays only open lines or all lines in the detail area. A line is considered open if it has not been closed by choosing "Close Line" from the row menu. A line is also considered open if the order quantity is greater than the issued quantity. Values are:

Blank: Display all lines in the detail area.

1: Display only open lines in the detail area.

Versions

These processing options control which version the system uses when you call the following programs from the Inventory Issues program:

1. Shortage Maintenance (P3118)

Specify the version that the system uses when you choose the row exit to the Shortage Maintenance program (P3118) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Shortage Maintenance program. Versions control how the Shortage Maintenance program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

2. Open Purchase Orders (P3160W)

Specify the version that the system uses when you choose the row exit to the Purchase Order Inquiry program (P4310) from the Inventory Issue Revisions form. If you leave this field blank, the system uses the ZJDE0001 version of the Purchase Order Inquiry program. Versions control how the Purchase Order Inquiry program displays information.

Therefore, you might need to set the processing option to a specific version to meet your needs.

3. PO Receipts (P4312)

Specify the version that the system uses when you choose the row exit to the Purchase Order Receipts program (P4312) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0008 version of the Purchase Order Receipts program. Versions control how the Purchase

Order Receipts program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

4. Movement and Disposition (P43250) Specify the version that the system uses when you choose the row exit to the Receipt Routing Movement and Disposition program (P43250) from the Inventory Issue Revisions form. If you leave this field blank, the program uses the ZJDE0002 version of the Receipt Routing Movement and Disposition program. Versions control how the Receipt Routing Movement and Disposition program displays information. Therefore, you might need to set the processing option to a specific version to meet your needs.

Equipment Management

This processing option controls whether the system automatically enters the work order number into the subledger field of the journal entry when processing maintenance orders.

1. Work Order Number Use this processing option if you choose to process maintenance work orders in the Run Equipment/Plant Management processing option. Also, specify whether the system enters the work order number in the subledger field of the journal entry when the system processes the maintenance work order. Values are:

Blank: The system does not enter the work order number in the subledger field.

1: The system automatically enters the work order number in the subledger field.

Interop

These processing options control the default transaction type for inventory issue and work order transactions, as well as whether the system writes a before image for the work order header.

1. Inventory Issue Transaction Type Specify the transaction type that the system uses for export processing. Transaction type is a user defined code (00/TT) that identifies the type of transaction for the work order. Enter the transaction type to use as the default value or choose it from the Select User Define Code form. If you leave this field blank, the system does not use export processing.

2. Work Order Transaction Type Specify the default transaction type for the work order header that the system uses when processing export transactions. If you leave this field blank, the system does not perform export processing.

3. Work Order Header Before Image Specify whether the system writes the before image for the work order header. Values are:

Blank: The system does not include the image.

1: The system includes the image.

Reviewing and Approving Inventory Journal Entries

To run this program, access the Daily Work Order Processing menu (G1712), G/L Journal Review.

The G/L Journal Review program displays and updates information in the Batch Control Records (F0011) and the Account Ledger (F0911) tables. You can review information at different levels before posting journal entries. You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

Entering Time

Access the Work With Work Order Time Entry form.

Work Date

Enter a date that identifies the financial period to which the transaction is to be posted.

The company constants specify the date range for each financial period. You can have as many as 14 periods. Generally, period 14 is used for audit adjustments. The system validates this field for PBCO (posted before cutoff), PYEB (prior year ending balance), PACO (post after cutoff), and WACO (post way after cutoff) messages.

Order Number

Displays a number identifying the original document. This can be an invoice number, work order number, sales order number, journal entry number, and so on.

On this form, you can specify the order number or employee number in the processing options for the Hours and Quantities program.

Oper # (operation number)

Enter a number used to indicate an order of succession.

In routing instructions, a number that sequences the fabrication or assembly steps in the manufacture of an item. You can track costs and charge time by operation.

In bills of material, a number that designates the routing step in the fabrication or assembly process that requires a specified component part. You define the operation sequence after you create the routing instructions for the item. The Shop Floor Management system uses this number in the backflush/preflush by operation process.

In engineering change orders, a number that sequences the assembly steps for the engineering change.

For repetitive manufacturing, a number that identifies the sequence in which an item is scheduled to be produced.

Skip To fields enables you to enter an operation sequence that you want to begin the display of information.

You can use decimals to add steps between existing steps. For example, use 12.5 to add a step between steps 12 and 13.

Ty Hrs

Enter a code that indicates the type of time entered. Values are:

1: Run labor hours

2: Setup labor hours

3: Machine hours

4: Quantities completed

5: Quantities scrapped

9: Miscellaneous (such as piece rate bonus)

Hours Enter the number of hours associated with each transaction.

Quantity Enter the number of units committed for shipment in Sales Order Entry, using either the entered or the primary unit of measure defined for this item.

In the Manufacturing system and Work Order Time Entry, this field can indicate completed or scrapped quantities. The quantity type is determined by the type code entered.

UM Enter a user-defined code (00/UM) that indicates the quantity in which to express an inventory item, for example, CS (case) or BX (box).

St Displays a user-defined code for system 31, type OS. The operation status code that identifies the current status of a work order or engineering change order as the operation steps in the routing are completed.

Setting Processing Options for Work Order Time Entry (P311221)

Use these processing options to supply default values for the Work Order Time Entry program.

Display

This processing option specifies how the system displays forms.

1. Display Specify whether the system displays forms by employee number or order number. Values are:

Blank: Employee Format Display

1: Order Number Format Display

Defaults

These processing options specify document types and status codes.

1. Enter the Document Type associated with Shop Floor Activity. Specify the document type (UDC 00/DT) associated with shop floor activity. You define document type codes in the Document Type Maintenance program (P40040).

2. Work Order Status Code Specify the default work order status code (UDC 00/SS) that the system assigns to the work order when hours and quantities are posted to the work order routing. If you leave this processing option blank, the system does not update the work order status code.

Edits

These processing options specify system edits.

1. Enter the Status Code beyond which Shop Floor Activity cannot be entered. Specify the status (UDC 00/SS) of a work order beyond which shop floor activity cannot be entered.

2. Quantity Verification Specify whether the system verifies if the quantity complete and the quantity scrapped exceeds the quantity at operation.

Blank: Disable Quantity Verification

1: Enable Quantity Verification

3. Employee Rate

Specify whether the system displays the employee rate. Values are:

Blank: Show Rates

1: Hide Rates

4. Apply Yield to Completed Quantity

Specify whether the system applies the operation yield percentage to the quantity that the user completes at an operation. The yield percentage determines the scrap quantity. Values are:

Blank: Do not apply

1: Apply

Versions

These processing options specify the versions of programs to launch. Enter the version for each application.

1. Test Results Revisions (P3711)

A user-defined set of specifications that control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection). Batch versions are associated with batch jobs or reports. To run a batch process, you must choose a version.

Blank: ZJDE0001

2. Manufacturing Scheduling Workbench (P31225)

A user-defined set of specifications that control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection). Batch versions are associated with batch jobs or reports. To run a batch process, you must choose a version.

Blank: ZJDE0001

3. Production Status (P31226)

A user-defined set of specifications that control how applications and reports run. You use versions to group and save a set of user-defined processing option values and data selection and sequencing options. Interactive versions are associated with applications (usually as a menu selection). Batch versions are associated with batch jobs or reports. To run a batch process, you must choose a version.

Blank: ZJDE0001

4. Hours and Quantities Update (R31422)

Identifies a group of items that can be processed together such as reports, Business Unit, or subledgers.

Blank: XJDE0001

Interop

These processing options specify default values for transaction type and work order header.

1. Work Order Transaction Type

Specify the default transaction type for the work order header that the system uses when processing export transactions. If you leave this processing option blank, the system does not perform export processing.

2. Work Order Header Before Image

Specify whether the system writes the before image for the work order header. Values are:

Blank: Do not include the image

1: Include the image

Updating Hours and Quantities

To run the Hours and Quantities Proof program, select Daily Work Order Processing (G1712), Hours and Quantities Proof.

To run the Hours and Quantities Update program, select Daily Work Order Processing menu (G1712), Hours and Quantities Update.

Setting Processing Options for W.O. Hours and Quantity Update (R31422)

Use these processing options to supply default values for the W.O. Hours and Quantity Update program.

Interop

Although processing options are set up during EnterpriseOne implementation, you can change processing options each time you run a program.

1. Transaction Type Specify the transaction type for the hours and quantities the system uses when processing outbound transactions. If you leave this field blank, the system does not perform outbound processing.

2. Outbound Subsystem UBE Specify whether the system calls the subsystem after the Hours and Quantities Update program (P31422) successfully processes the outbound transactions. Values are:

Blank: The system does not call the subsystem.

1: The system calls the subsystem.

SWM

Although processing options are set up during EnterpriseOne implementation, you can change processing options each time you run a program.

1. S/WM Journal Entries Specify whether the system creates journal entries for SWM Work Orders. Values are:

Blank: The system does not create SWM journal entries.

1: The system creates SWM journal entries.

2. Flex Accounting Indicate whether this program searches for flex accounting rules to populate cost objects in the Account Ledger table (F0911).

The system requires flex accounting to attach cost objects to the journal entries. Values are:

Blank: The system does not use flex accounting.

1: The system uses flex accounting.

3. General Ledger Date Specify the date that appears on journal entries. If you leave this field blank, the program uses the system date.

4. Subledger Specify whether the system uses the work order number as the default in the Subledger field. Values are:

Blank: The system does not supply a default value.

1: The system uses the work order number as the default.

5. Document Type Specify the default document type that the system enters for journal entries on extra cost components if you do not use routings. Document type is a user-defined code (00/DT) that identities the origin and purpose of the document. Enter the document type to use as the default value or choose it from the Select User Define Code form. If you use routings, the system automatically assigns a document type of IH. If you leave this field blank, the system uses document type IH.

Defaults

Although processing options are set up during EnterpriseOne implementation, you can change processing options each time you run a program.

1. Work Order Status Code Specify the work order status code (UDC 00/SS) that the system uses to update the work order when hours and quantities are posted to the work order routing. If you leave this processing option blank, the system does not update the work order status code.

Reviewing and Approving Cost Routing Journal Entries

To run the General Journal Review program, select Daily Work Order Processing (G1712), G/L Journal Review.

The General Journal Review program (P0911B) updates and displays information in the Batch Control (F0011) and the Account Ledger (F0911) tables. You can review information at different levels before posting journal entries.

You can:

- Review a list of journal entry batches.
- Revise journal entry detail.

Posting Cost Routing Journal Entries to the General Ledger

To post cost routing journal entries to the G/L, select Daily Work Order Processing (G1712), Post Inventory to G/L.

After you enter, review, and approve cost routing journal entries (batch type equal to 0), post them to the general ledger. You can use various methods to post journal entries.

Billing and Paying Work Orders

This section provides an overview of work order billing and paying and discusses how to:

- Generate the work order workfile program.
- Set processing options for the S/WM Work Order Workfile Generation program (R1775).

Understanding Work Order Billing and Paying

The typical billing and payment process includes accumulating work orders to bill and pay, creating and printing invoices, and recording journal entries for income and receivables. The typical payment process includes accumulating work orders for payment, creating and printing invoices, and recording journal entries for payables.

Invoices are based on billable work orders, and the first step in the billing process is to accumulate the billable work orders. Vouchers are based on payable work orders, and the first step in the payment process is to accumulate payable orders.

When you perform work order billing, you create accounts receivable entries for customers whom you invoice. You also create accounts payable entries for service providers whom you pay. Based on a processing option in the SWM Work Order Workfile Generation program (R1775), you can select whether to process billable and payable records at the same time, or perform one process before the other.

When you run Work Order Workfile Generation, the system gathers the work orders that are eligible for billing and payment from the Work Order Parts List table (F3111), the Parts Extension table (F31171), the Work Order Routing table (F3112) and the Routing Instructions - Extension table (F31172) and then creates Billing Detail Workfile records (F4812).

For multicurrency environments, the system retrieves currency information from the following sources:

Source	Currency Information
When billing for a part or routing	Domestic: Currency code of the company to which the work order business unit belongs. Foreign: Currency code of the customer within the Customer Master.
When paying for a part or routing	Domestic: Currency code of the company to which the work order business unit belongs. Foreign: Currency code of the service provider within the Supplier Master.

Customer Invoice Processing

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for billing from the following tables:

- Work Order Master File (F4801).
- Service Order Extension (F4817).
- Work Order Parts List (F3111).
- Parts Extension (F31171).
- Work Order Routing (F3112).
- Routing Instructions - Extension (F31172).

The system then creates records in the Billing Detail Workfile table (F4812).

After you generate the work order workfile, you must continue the standard billing process, which includes:

- Generating the invoice workfile using the Service Billing Invoice Generation program (P48121).
- Printing invoices using the Invoice Print Selection program (R48504).

- Generating the Invoice Journal using the Journal Generation program (R48131).
- Creating A/R and G/L entries using the Create A/R Entries program (R48199).
- Posting the A/R and G/L entries using the General Ledger Post Report program (R09801).

Run the Service Billing Invoice Generation program to group workfile transactions and assign invoice numbers. When you run the this program, the system summarizes one or more workfile transactions into pay item records. Pay items are the billing lines that make up the total amount of a specific invoice. The system stores pay item information in the Invoice Summary Work File table (F4822), and updates the workfile transaction records with the new invoice information and the sequence and summarization key information.

After you run the Service Billing Invoice Generation program, you can print invoices for your customers for services provided to them.

To complete the billing process, you must create accounts receivable and general ledger entries. You first create preliminary accounts receivable and general ledger entries using the Journal Generation program (R48131). When the system creates preliminary accounts receivable and general ledger entries, you can review the resulting reports, the Billing Journal Register and the Invoice Journal Generation Report, to determine whether the entries were generated with errors.

After you ensure that no errors are within the batch, you can create the final accounts receivable entries, using Create A/R Entries, and then post invoices to the general ledger.

Service Provider Voucher Processing

When you generate the work order workfile using SWM Work Order Workfile Generation (R1775), the system gathers the orders that are eligible for payables and creates records in the Billing Detail Workfile (F4812). After you generate the work order workfile, you must continue the standard voucher process, which includes:

- Generating the voucher workfile using the Voucher Generation program (R48122).
- Printing vouchers.
- Generating the Voucher Journal using the Journal Generation program (R48131).
- Creating A/P and G/L entries using the Billing Vouchers A/P - G/L Journal Generation program (R48197).
- Posting the A/P and G/L entries using the General Ledger Post Report program (R09801).

Run the Voucher Generation program to group workfile transactions and assign voucher numbers. The system stores pay item information in the Voucher Summary table (F4823). In addition, the system updates the workfile transaction records with the new voucher information and the sequence and summarization key information.

To complete the voucher process, you must create accounts payable and general ledger entries. You first create preliminary accounts payable and general ledger entries using the Journal Generation program (R48131). After the system creates preliminary accounts payable and general ledger entries, you can determine whether the entries were generated with errors by reviewing the associated reports, the Journal Edit Register and the Journal Audit Report. After you ensure that the batch contains no errors, you can create the final accounts payable entries by running the Create A/P Entries program (R48197). You then post vouchers to the general ledger, by running the standard General Ledger Post Report program.

Generating the Work Order Workfile

To run the Work Order Workfile, access the Periodic Work Order Processing menu (G1722), Work Order Workfile Generation.

Setting Processing Options for SWM Work Order Workfile Generation (R1775)

Use these processing options to supply default values for the SWM Work Order Workfile Generation program.

Process

These processing options specify default values for generating work orders.

1. Proof or Final Mode Specify whether to run the program in proof or final mode. Values are:

Blank: Proof Mode

1: Final Mode

2. Work Center Or Report Specify where the system writes errors. Values are:

Blank: Write errors to work center

1: Write errors to Report

3. Bill Work Orders Specify whether to bill work orders. Values are:

Blank: Bill Work Orders

1: Do Not Bill Work Orders

4. Pay Work Orders Specify whether to pay work orders. Values are

Blank: Pay Work Orders

1: Do NOT Pay Work Orders

5. Use Price Adjustment History Specify whether the system uses price adjustment history information from the Price Adjustment Ledger File table (F4074) for detailed adjustments. Values are:

Blank: Do not use Price Adjustment History

1: Use Price Adjustment History

Billables

These processing options specify billing defaults.

1. Parts/Labor Pricing Specify how the system should price billable parts and labor. Valid Values are:

Blank: No actual billable amounts

1: All

2: Do not calculate

2. Billable Subledger Default Specify the default value of the subledger field for billables. Values are:

Blank: No Default

1: Work Order Number

2: Customer Number

3: Site Number

4: Short Item Number

5: Contract Number

6: Equipment Number

3. Date Billed Specify which date the system uses to update the date billed when you run the report in final mode. Values are:

Blank: System Date

1: Estimated Start Date on Service Order

Payables

These processing options specify payables defaults.

1. Parts/Labor Pricing Specify how the system should price payable parts and labor. Valid Values are:

Blank: No actual payable amounts

1: All

2: Do not calculate

2. Payable Subledger Default Specify the default value of the subledger field for payables. Values are:

Blank: No Default

1: Work Order Number

2: Customer Number

3: Site Number

4: Short Item Number

5: Contract Number

6: Equipment Number

7: Service Provider Number

3. Date Paid Specify which date the system uses to update the date paid when you run the report in final mode. Values are:

Blank: Use System Date

1: Use Estimated Start Date on Work Order

Vertex

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables

These processing options specify Vertex billing defaults.

1. Parts Transaction Type Specify which type of transaction the system uses when taxing billable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the SERVIC value.

2. Labor Transaction Type Specify which type of transaction the system uses when taxing billable labor. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the SERVIC value.

3. Flat Rate Billings Transaction Type Specify which type of transaction the system uses when taxing flat rate billings. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the SERVIC value.

Payables

These processing options specify Vertex payables defaults.

1. Parts Transaction Type Specify which type of transaction the system uses when taxing payable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the SERVIC value.

2. . Labor Transaction Type Specify which type of transaction the system uses when taxing payable labor. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the SERVIC value.

3. Flat Rate Payables Transaction Type Specify which transaction type (UDC 73/TY) the system uses when it calculates taxes for flat rate payables. If you leave this processing option blank, the system uses the SERVIC value.

CHAPTER 7

Working with Warranty Claims and Supplier Recovery Claims

This chapter provides a general overview of warranty claims and supplier recovery claims, an overview of multicurrency transactions for warranty claims and supplier recovery claims, and a checklist for setting up warranty claims and supplier recovery claims. This chapter also discusses how to:

- Work with warranty claims.
- Work with supplier recovery claims.
- Work with interoperability for warranty claims and supplier recovery claims.

Understanding Warranty Claims and Supplier Recovery Claims

This section provides overviews of:

- Warranty claims and supplier recovery claims.
- Multicurrency transactions for warranty claims and supplier recovery claims.

This section also provides a checklist for setting up warranty claims and supplier recovery claims.

Common Elements Used in this Chapter

Order Number — A number that identifies an original document. This document can be a voucher, a sales order, an invoice, unapplied cash, a journal entry, and so on.

Service Type — A user defined code (00/TY) that indicates the classification of a work order or engineering change order. You can use work order type as a selection criterion for work order approvals.

Status — A user defined code (00/SS) that describes the status of a work order, rate schedule, or engineering change order. Any status change from 90 through 99 triggers the system to automatically update the completion date.

Important! The Status Code must be correct for the Document Type and the Service Type. The system checks the status of the equipment against the product registration status (Product Registration Activity Rules, P17052) to determine whether the equipment is eligible for a supplier recovery claim.

Inventory Item Number — An item number. It can be in short, long, or third item number format.

Lot/SN A number that identifies a lot or a serial number. A lot is a group of items with similar characteristics.

Causal Part The item number of the part that caused the problem.

Defect Code A user defined code (17/FC) that indicates the type of defect.

Failure Date The date of the equipment failure.

Repair Date The date that the equipment was repaired.

Component Code – System In the first field, a user defined code (17/C6) that indicates a specific system, such as the air conditioning system, that is associated with a piece of equipment. The system uses the UDCs for the system, the assembly, and the part to identify a particular position within the equipment.

In the second field, a user defined code (17/C7) that indicates the location of a specific assembly, such as the air conditioning compressor, within a piece of equipment.

In the third field, a user defined code (17/C8) that indicates the location of a specific part, such as the fuse to the air conditioning compressor clutch, within a piece of equipment.

Current Balance Meter 1 The current balance of meter 1.

Covered G/L Category A user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the covered portion (by warranty or contract) of the accounting transaction. If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave this field blank, the system uses the G/L Offset from Inventory.

Non-Covered G/L Category A user defined code (41/9) that identifies the G/L Offset to use when the system is searching for the account to which it will post the non-covered portion of the accounting transaction. If you do not want to specify a G/L Offset, you can enter four asterisks in this field or you can leave this field blank. If you leave the field blank, the system uses the G/L Offset from Inventory.

Payment Instrument A user defined code (00/PY) that specifies how payments are made by the customer. For example:

- C: Check
- D: Draft
- T: Electronic funds transfer

Accounts Payable An option to specify how a dealer is reimbursed for a claim or how a claim is paid by a supplier. For example, dealers can request payment for a claim through the standard accounts payable process.

Accounts Receivable An option to specify how a dealer is reimbursed for a claim or how a claim is paid by a supplier. For example, dealers can request credits to their accounts receivable accounts.

Contract Number/Type A number that identifies the original document, such as a voucher, invoice, or journal entry. On entry forms, you can assign the document number or let the system assign it using the Next Numbers program (P0002).

Matching document numbers (DOCM) identify related documents in the Accounts Receivable and Accounts Payable systems. Examples of original and matching documents are:

Accounts Payable:

- Original document - voucher
- Matching document - payment

Accounts Receivable:

- Original document - invoice
- Matching document - receipt

Note. In the Accounts Receivable system, the following transactions simultaneously generate original and matching documents: deductions, unapplied receipts, chargebacks, and drafts.

Paper Icon

An icon that runs the entitlement.

You can set a processing option on Supplier Recovery Claims (P1779) to automatically check entitlements.

If a supplier contract exists to cover this claim, the system displays the contract number on the Accounting tab of the supplier recovery claim. The system also displays the percent covered on the parts list and the labor detail of the claim.

Warranty Claims and Supplier Recovery Claims

Manufacturers commonly sell their products through a network of distributors and service their products through a network of authorized service dealers. The manufacturer provides the base and extended warranties, while the distributor provides the actual service.

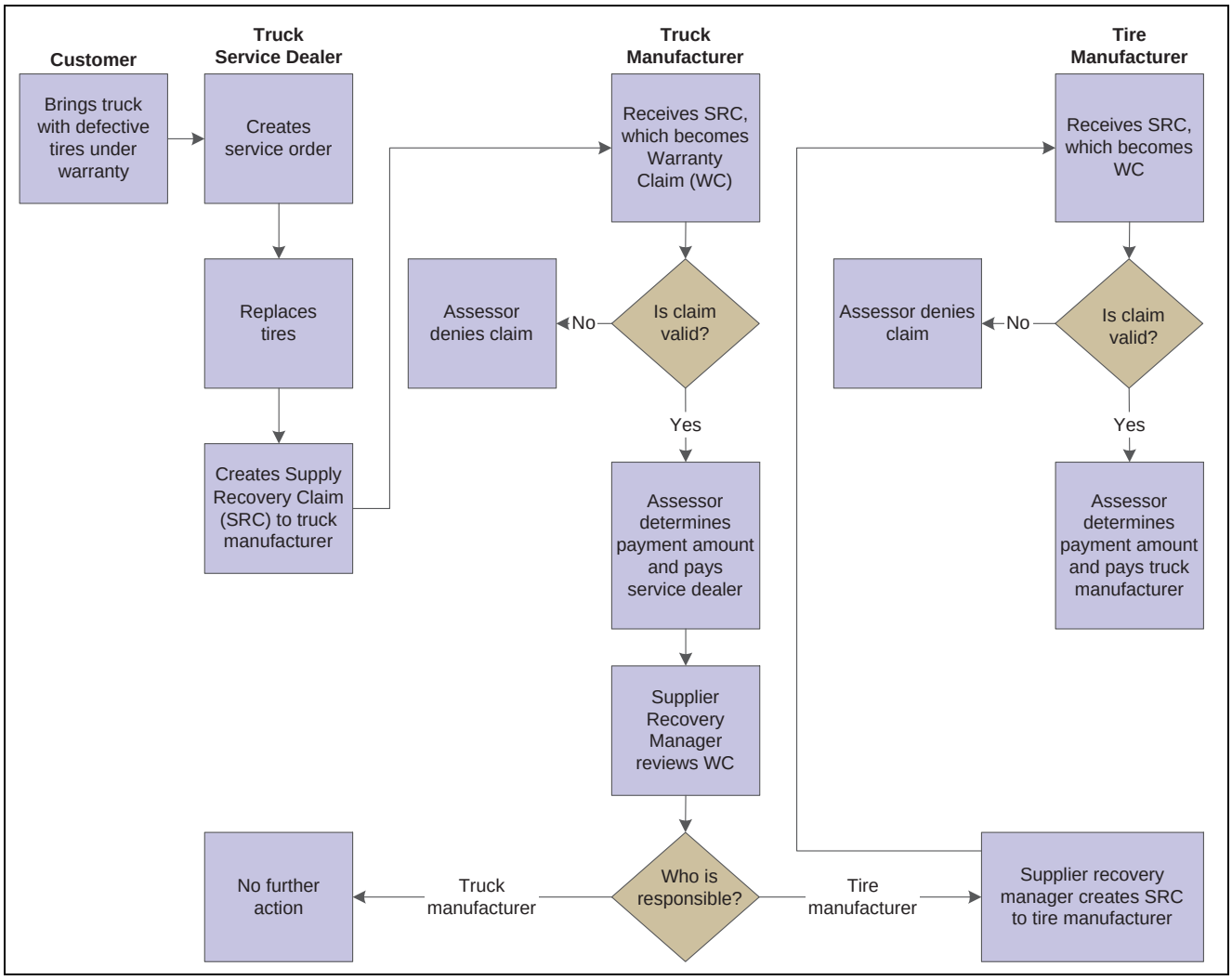
If the product fails, the distributor provides and pays for the service. The distributor then creates a claim to the manufacturer to recover some or all of the service cost.

The supplier provides parts to the manufacturer. The supplier might warranty those parts. If a product or part fails, the manufacturer creates a claim to the supplier to recover some or all of the parts cost.

Service dealers and assessors use the warranty claims programs to enter and manage warranty claims. Features include the assessment, approval, or rejection of claims, as well as the generation of supplier recovery claims from warranty claims.

Recovery managers use the supplier recovery programs to enter and manage supplier recovery claims. Supplier recovery claims are claims made by the manufacturer to the supplier for reimbursement for the warranty-related costs that are associated with a warranty claim or work order when the cause of the defect was a supplied part.

The following graphic illustrates an example of the process for a claim involving defective tires:



Example of supplier recovery claim and warranty claim

In this example, a customer brings his truck to the service dealer for tire replacement. Note that supplier recovery claims are always outbound transactions, whereas warranty claims are inbound transactions.

Warranty and Supplier Recovery Terms

The following terms and concepts relate to warranty claims and supplier recovery claims:

Manufacturer A business that manufactures products and sells them to dealers or directly to customers.

Dealer A business that sells products to the end customer and that provides service on those products. Also known as a distributor.

Supplier A business that supplies parts to the manufacturer. Suppliers often warranty their parts by way of supplier contracts.

Product Registration A program in Service Management that allows the dealer or the end customer to register ownership. This registration usually marks the beginning of the warranty period.

Warranty Claim	A claim entered by the dealer to the manufacturer to recover costs (such as parts and labor) incurred in the repair of the product.
Supplier Recovery Claim	A claim entered by the manufacturer to the supplier to recover parts costs, if the supplier's parts failed.
Service Contract	A warranty provided by the manufacturer that applies to the product purchased by the end customer.
Supplier Contract	A contract between the manufacturer and the supplier that indicates the coverage for parts that are used in the manufacture of the end product.
Assessor	An employee of the manufacturer who reviews and then approves or denies warranty claims from the dealer.
Supplier Recovery Manager	An employee of the manufacturer who reviews warranty claims to determine the costs that can be recovered from the supplier. The recovery manager enters the supplier recovery claims.

Multicurrency Transactions for Warranty Claims and Supplier Recovery Claims

Effective with the PeopleSoft EnterpriseOne 8.9 release, if a parts or labor record exists for a warranty claim or a supplier recovery claim, you cannot change the dealer for a warranty claim or the supplier for a supplier recovery claim, if that change would result in different currency codes.

Two types of labor lines are specified by the Source field (LSRCE) value from the Labor Detail program (P17712), as follows:

- L-source = labor lines.
- T-source = third-party invoice lines, which have the flexibility to contain different currency information, if needed.

The following currency values are consistent between the header, parts lines, and L-source labor lines:

- Base Currency field or Currency Code field.
- Transaction Currency (To Currency Code field or Currency field).
- Foreign/Domestic Mode.
- Exchange Rate.

Considerations for Header Fields

Keep in mind the following considerations for header fields and multicurrency:

- The base currency default is derived from the company.

  The company can be derived from the responsible business unit. You cannot change the value in the Base Currency field.
- The system supplies the transaction currency default from:
  - The service dealer's A/R record for a warranty claim.
  - The supplier's A/P record for a supplier recovery claim.

  You can change the value in the transaction currency fields until you attach parts detail or labor detail.
- If currencies are different, the system supplies the Foreign default value in the Foreign/Domestic Mode field.

You can change the value in this field until you attach parts detail or labor detail.

- If currencies are the same, the system supplies the Domestic default value in the Foreign/Domestic Mode field.

  You cannot change the value in this field. Also, the default value of the exchange rate is zero, which you cannot change.

- The system supplies the default exchange rate based on the two currencies from the Currency Exchange Rates table (F0015).

  You can change the value in this field until you attach parts detail or labor detail.

- After you attach parts detail or labor detail, you cannot change the service dealer for a warranty claim or the supplier for a supplier recovery claim.

Considerations for Parts and Labor Fields

Keep in mind the following considerations for Parts and Labor fields and multicurrency:

- You can change the transaction currency, exchange rate, and foreign/domestic mode:
  - If no existing parts lines exist.
  - If no existing L-source labor lines exist.

  When you save the parts and labor lines, the system writes any changes (to the transaction currency, exchange rate, or foreign/domestic mode) back to the header of the claim.

- If you do not enter values for T-source labor lines, the values for transaction currency, exchange rate, and foreign/domestic mode are the same as the values for the L-source labor lines.

  You can change the T-source labor lines until you save the record.

Checklist for Setting Up Warranty Claims and Supplier Recovery Claims

You must complete the following setup checklist for warranty claims and supplier recovery claims.

User Defined Codes (UDCs)

Complete the following UDCs setup:

- Set up the service types (UDC 00/TY).

  You also must set up document types for warranty claims and supplier recovery claims. See Document Type Maintenance under the G1740 heading below.

- Set up the status codes (UDC 00/SS) for warranty claims and supplier recovery claims.

  Status codes control the document status in relation to the Work Order Activity Rules (P4826). The status of the warranty claim indicates which user (service dealer, assessor, or supplier recovery manager) can make changes to certain fields.

From the Service & Warranty Setup menu (G1740):

Complete the following service and warranty setup:

- Service & Warranty Constants, Warranty Claims tab and Supplier Recovery Claims tab: set the Use Base Price field.
- Document Type Maintenance, for both warranty claims and supplier recovery claims document types:

Work Order Definition tab: set up the work order types (UDC 48/OT).

- Address Book Revisions, Supplier Information Revisions and Service Provider Revisions: set up the adjustment schedule for claims and the reimbursement method.

  If you pay suppliers, they must have supplier master records. If you invoice customers, they must have customer master records.

From the Warranty Claim Setup menu (G1747):

Complete the following warranty claim setup:

- Assessor Defaults: set up the assessor for warranty claims and supplier recovery claims (controlled through the Activity Types processing option).
- Set up the Assessor Default Rules sequence for each.

  The time appears on warranty claims and supplier recovery claims. Assessors can use the time to determine the generally acceptable amount of time required to repair the equipment.
- Work Order Activity Rules: set up rules that control who can alter values on warranty claims at a given status.

  Valid roles for the Edit Authority field include dealer, assessor, or supplier recovery manager.

Important! If you do not set up the edit authority, you will not be able to process warranty claims.

From the Equipment Master Setup menu (G1741):

Complete the following equipment master setup:

- Product Registration Status Rules: set up the status rules that control which claims you can add to an equipment record, including claim eligibility.
- Warranty Default Entry: set up the base warranty default values for service contracts.

From Interactive Versions (IV):

Set the processing options for the following programs:

- Parts Detail (P17710).
- Set the Labor Detail (P17712).

From the Daily Contract Processing menu (G1714):

Service Contract Entry: set up the entitlement rules sequence for warranty claims (Warranty Claims form exit).

From the Supplier Recovery Daily Processing menu (G1718):

Set the Supplier Recovery Claims (P1779) processing options as follows:

- Default tab: set the document type.
- Versions tab: set the parts details version and labor details version.

From the Daily Warranty Claim Processing menu (G1717):

Set the Warranty Claim Entry (P1777) processing options as follows:

- Defaults tab: set the document type.

- Versions tab: if you are creating supplier recovery claims from warranty claims, be sure to set up the correct version of R1776 (PO to create supplier recovery claim version).

  Important! Process tab: set the processing option for enabling functions related to service dealers, assessors, or supplier recovery managers. Programs are hard-coded to allow certain user roles (such as assessors) to view or edit claims. If you do not set this processing option correctly, users will not have the correct permissions to perform their roles.

- Supplier Recovery Claim Generation: set the Create Supplier Recovery Claims (R1776) batch version processing options as follows:

  Defaults tab: set the supplier recovery document type, service type, and current status.

Managing Warranty Claims

This section provides an overview of warranty claims management and discusses how to:

- Enter warranty claims.
- Set processing options for the Warranty Claims program (P1777).
- Submit warranty claims.
- Set processing options for the SWM Warranty Claim/Supplier Recovery Workfile Generation program (R177701).

Understanding Warranty Claims Management

Service dealers and assessors use the Warranty Claims program (P1777) differently to perform their tasks. The warranty claim is entitled against the customer's service contract.

Service dealers use this program to enter new warranty claims and inquire on the status of outstanding claims. The program requires minimal data to enter a claim, including any repair details.

Assessors use this program to evaluate submitted warranty claims so that they can approve or reject them. The program provides the information that is needed to make a claim approval decision, and assessors enter details about the claim approvals or rejections. The program is also an entry point for creating and maintaining Returned Material Authorizations (RMAs) for returned parts.

The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, taking into consideration the terms and conditions that are specified in the service contracts with the customers.

Setting Up AAIs for Warranty Claims

You must create AAIs for each unique combination of company, document type, and G/L class (G/L offset account), and cost type that you want to use. Each AAI is associated with a specific G/L account that consists of a business unit; an object; and, optionally, a subsidiary.

When you set up AAIs for Service Management, the system uses distribution AAIs for warranty claims billing and paying. Warranty claims-related distribution AAIs consist of the following:

- 1723, Warranty Claim Price Adjustment.
- 1724, Warranty Claim Offset.
- 1743, Warranty Claim A/R Offset.

- 1785, Warranty Claim A/P Offset.
- 1725, Supplier Recovery Price Adjustment.
- 1726, Supplier Recovery Offset.
- 1744, Supplier Recovery A/R Offset.
- 1786, Supplier Recovery A/P Offset.

Based on the four key fields --Company, Document Type, G/L Class Code, and Cost Type -- the system retrieves the G/L Account to use when creating an entry in Workfile Revisions (P4812).

Warranty Claims Processing

After you enter warranty claims, you use the Warranty Claim Workfile Generation program (R177701) to generate the payables or receivables records for the dealer. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option setting on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes the following information in the submittal:

- Warranty claim number
- Dealer details
- Causal part information
- Failure information

See Also

PeopleSoft EnterpriseOne Work Orders 8.11 PeopleBook, "Setting Up the Work Order System," Setting Up Activity Rules for Work Orders

Prerequisite

Complete the checklist for setting up warranty claims and supplier recovery claims.

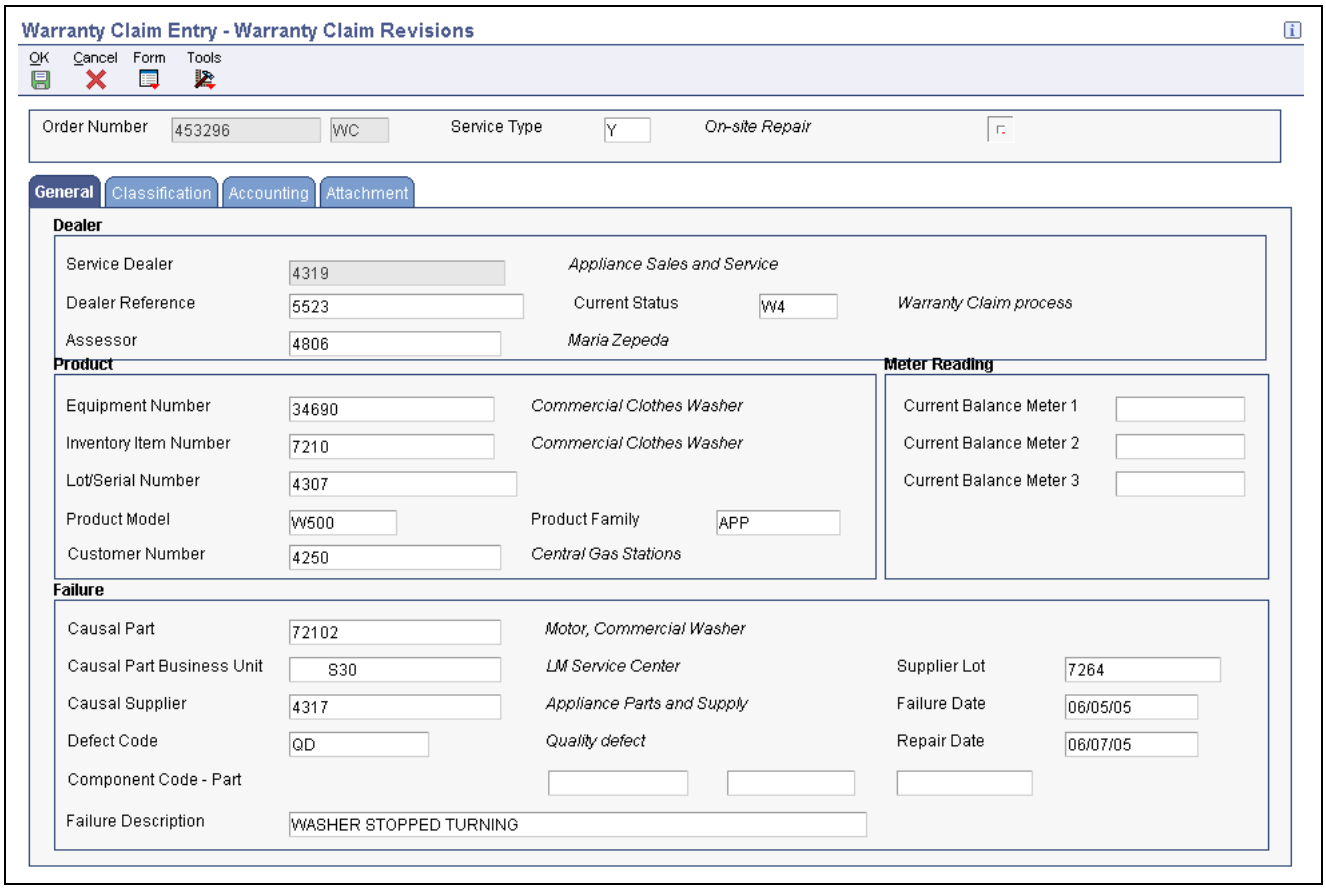
See Chapter 7, "Working with Warranty Claims and Supplier Recovery Claims," Checklist for Setting Up Warranty Claims and Supplier Recovery Claims, page 250.

Form Used to Manage Warranty Claims

Form Name	Form ID	Navigation	Usage
Warranty Claim Revisions	W1777C	Daily Warranty Claim Processing menu (G1717), Warranty Claim Entry. On Work With Warranty Claims, click Add. Select the General tab. Select the Classification tab. Select the Accounting tab	Enter a warranty claim.

Entering Warranty Claims

Access the Warranty Claim Revisions form.



Warranty Claim Revisions form

Setting Processing Options for Warranty Claims (P1777)

Use these processing options to set default values for the Warranty Claims program.

Defaults

These processing options specify default values for warranty claims.

1. Document Type Specify the default document type that the system uses when entering a claim. This code also indicates the origin of the transaction. Enter a value from UDC 00/DT.

2. Service Type Specify the order type that the system uses when entering a claim. The order type indicates the type classification of a claim. Enter a value from UDC 00/TY.

3. Category Code 01 Enter the value for Category Code 01 that the system uses as a default. This category code indicates the current stage or phase of development for a claim. You can assign a claim to only one phase code at a time. You must enter a value that has been defined in the user defined code table (00/W1).

Enter values for Category Codes 02 through 10 as needed.

13. Repair Date Specify whether the system uses the current date as the default repair date. Values are:

Blank: Use the current date.

1: Do not use the current date.

14. Branch Enter a value for the Branch that the system uses as a default for new claims.

15. Responsible Business Unit Enter a value for the Responsible Business Unit that the system uses as a default when entering new claims.

16. Supplier Recovery Flag Enter a default value for the Supplier Recovery Flag. This field specifies whether a work order or warranty claim is eligible as a source for a supplier recovery claim. This code also specifies the supplier against whom the claim is created.

Edits

These processing options specify default requirements for meter readings.

1. Require Meter Reading 1 Specify whether the system requires a value in the first meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 1 field.

1: Require a value in the Current Balance for Meter 1 field.

2. Require Meter Reading 2 Specify whether the system requires a value in the second meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 2 field.

1: Require a value in the Current Balance for Meter 2 field.

3. Require Meter Reading 3 Specify whether the system requires a value in the third meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 3 field.

1: Require a value in the Current Balance for Meter 3 field.

Versions

These processing options specify the versions of programs to launch from Warranty Claims.

1. Product Registration (P17051) Version Specify the version of the Product Registration program (P17051). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Return Material Authorization Revisions (P400511) Version Specify the version of the Return Material Authorization Revisions program (P400511). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Supplier Recovery Claims (P1779) Version Specify the version of the Supplier Recovery Claims program (P1779). If you leave this processing option blank, the system uses the ZJDE0001 version.

4. Parts Detail (P17710) Version Specify the version of the Parts Detail program (P17710). If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Labor Detail (P17712) Version Specify the version of the Labor Detail program (P17712). If you leave this processing option blank, the system uses the ZJDE0001 version.

6. Create Supplier Recovery Claim (R1776) Version Specify the version of the Create Supplier Recovery Claims program (R1776). If you leave this processing option blank, the system uses the XJDE0001 version.

7. Entitlement Inquiry (P1723) Version Specify the version of the Entitlements Inquiry program (P1723). If you leave this processing option blank, the system uses the ZJDE0001 version.

8. Work With RMA (P40051) Version Specify the version to be used for Work With Returned Material Authorization (P40051). If you leave this option blank, the system uses ZJDE0001.

Process

These processing options specify the default values used in processing warranty claims.

1. Enable the application functionalities related Specify who can use the application for creating or updating a warranty claim. Values are:

Blank: Service dealers

1: Assessors

2: Supplier recovery managers

2. Product Registration Validation Specify whether the system validates the registration status of the equipment number against the product registration activity rules. These rules indicate whether equipment at a particular status is eligible for a warranty claim. Values are:

Blank: Validate the product registration. If the equipment is not eligible for a warranty claim, the system generates a warning but does not pause processing.

1: Validate the product registration. If the equipment is not eligible for a warranty claim, the system generates an error and pauses processing until the error is corrected.

2: Do not validate the product registration.

3. Service Dealer against the Selling Dealer validation Specify how the system processes information if the service dealer on the warranty claim is different from the selling dealer on the equipment master record. Values are:

Blank: Do not check for differences.

1: Determine whether the selling and service dealers are the same. If not, the system generates a warning but does not pause processing.

2: Determine whether the selling and service dealers are the same. If not, the system generates an error and pauses processing until the error is corrected.

4. Assign Assessor to a claim Specify whether the system assigns the assessor to the new warranty claim based on information from the Assessor Defaults table (F17113). Values are:

Blank: Assign a default assessor.

1: Do not assign a default assessor.

5. Entitlement Checking Specify whether the system performs entitlement checking and which method to use. Values are:

Blank: Do not perform entitlement checking.

1: Use the Entitlement Dates table (F1791) to check entitlements.

2: Check entitlements, but do not use the Entitlement Dates table.

6. Allow Defaulted Service Dealer to Change Specify whether the system allows changes to the Service Dealer field. Values are:

Blank: Do not allow changes to the Service Dealer field.

1: Allow changes to the Service Dealer field.

7. Claim status to indicate Approval

Specify the approval status. Enter a value from UDC 00/SS.

8. Claim status to indicate Denial

Specify the denial status. Enter a value from UDC 00/SS.

9. Check for duplicate dealer reference

Specify whether the system checks for a duplicate dealer reference number in other warranty claim records. Values are:

Blank: Check for a duplicate dealer reference. If such a reference exists, the system generates a warning but does not pause processing.

1: Check for a duplicate dealer reference. If such a reference exists, the system generates an error and pauses processing until the error is corrected.

2: Do not check for a duplicate dealer reference.

10. Validate lot numbers for Product

Specify whether the system determines if a lot number exists in the Lot/Serial Number field. Values are:

Blank: The system does not verify whether a lot number for the product has been entered.

1: The system verifies that a lot number for the product has been entered.

Note. If you enter 1, the system only verifies that a lot number has been entered. It does not verify whether the lot number is valid.

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11. Validate lot numbers for Causal Part

Specify whether the system determines if a lot number exists in the Supplier Lot field. Values are:

Blank: The system does not verify whether a lot number for the causal part has been entered.

1: The system verifies that a lot number for the causal part has been entered.

Note. If you enter 1, the system only verifies that a lot number has been entered. It does not verify whether the lot number is valid.

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12. Automatically add parts line while adding a claim

Specify whether the system adds a default parts line with the causal part when you create a warranty claim. Values are:

Blank: Do not add a default parts line.

1: Add a default parts line.

13. Automatically add labor line while adding a claim

Specify whether the system adds a default labor line for the standard repair time when you create a warranty claim. You can use the Standard Repair Time Entry program (P1771) to maintain the standard repair time for a combination of the following fields:

- Item Number
- Product Model
- Product Family

- Component Code System
- Component Code Assembly
- Component Code Parts

Values are:

Blank: Do not add a default labor line.

1: Add a default labor line.

Submitting Warranty Claims

To run the SWM Warranty Claim/Supplier Recovery Workfile Generation program, access the Periodic Warranty Claim Processing menu (G1727), Warranty Claim Workfile Generation.

Setting Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701)

Use these processing options to set default values for the workfile generation program.

Do not modify EnterpriseOne demo versions, which are identified by ZJDE or XJDE prefixes. Copy these versions or create new versions to change any values, including the version number, version title, prompting options, security, and processing options.

Process

These processing options specify defaults for processing warranty claims or supplier recovery claims.

1. Process Warranty Claim/Supplier Recovery

Specify whether the system processes a warranty claim or a supplier recovery record. Values are:

Blank: Process warranty claim records.

1: Process supplier recovery records.

2. Proof or Final Mode

Specify whether to run this program in proof or final mode. Both modes print the records that are processed, but only final mode updates the tables. Values are:

Blank: Proof mode

1: Final mode

3. Write Errors

Specify whether the system writes errors to the Work Center or to the report. Values are:

Blank: Write errors to the Work Center

1: Write errors to the report

4. Use Price Adjustment History

Specify whether the system uses price adjustment history information from the Price Adjustment Ledger File table (F4074) for detailed adjustments. Values are:

Blank: Use the GL class code from the detail line or work order.

1: Use the GL class code from the price adjustment history records.

Supplier Recovery

These processing options specify defaults for supplier recovery claims.

1. Billable Subledger Default

Specify the value of the subledger field for billables. Values are:

Blank: No default

1: Work order number

2: Customer number

3: Site number

4: Short item number

5: Contract number

6: Equipment number

2. Date Billed

Specify which date the system uses to update the date billed when you run the report in final mode. Values are:

Blank: System date

1: Estimated start date on the work order

Warranty Claim

These processing options specify defaults for warranty claims.

1. Payable Subledger Default

Specify the value of the subledger field for payables. Values are:

Blank: No default

1: Work order number

2: Customer number

3: Site number

4: Short item number

5: Contract number

6: Equipment number

2. Date Paid

Specify which date the system uses to update the date paid when you run the report in final mode. Values are:

Blank: System date

1: Estimated start date on the work order

Vertex (FUTURE)

These processing options only pertain if Vertex's Quantum Sales and Use Tax Software (3rd party tax software) has been implemented.

Billables

1. Parts Transaction Type

Specify which type of transaction the system uses when taxing billable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the *SERVIC* value.

2. Labor Transaction Type Specify which type of transaction the system uses when taxing billable labor. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the *SERVIC* value.

3. Flat Rate Billings Transaction Type Specify which type of transaction the system uses when taxing flat rate billings. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the *SERVIC* value.

Payables

1. Parts Transaction Type Specify which type of transaction the system uses when taxing payable parts. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the *SERVIC* value.

2. . Labor Transaction Type Specify which type of transaction the system uses when taxing payable labor. Enter a value from UDC 73/TY. If you leave this processing option blank, the system uses the *SERVIC* value.

3. Flat Rate Payables Transaction Type Specify which transaction type (UDC 73/TY) the system uses when it calculates taxes for flat rate payables. If you leave this processing option blank, the system uses the *SERVIC* value.

Managing Supplier Recovery Claims

This section provides an overview of supplier recovery management and discusses how to:

- Enter supplier recovery claims.
- Set processing options for the Supplier Recovery Claims program (P1779).
- Submit supplier recovery claims.

Understanding Supplier Recovery Management

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter claim information. The program can use Advanced Pricing to obtain the Claimed Unit Rate and the Approved Unit Rate, considering the terms and conditions that are specified in the contracts with the suppliers. You can also use this program to create a supplier recovery claim without a warranty claim.

Supplier Recovery Claims Processing

Recovery managers use the Supplier Recovery Claim Entry program (P1779) to enter a new claim or inquire on the status of an existing claim. The supplier recovery claim is entitled against the supplier's contract.

Supplier recovery claims (SRCs) are outbound transactions. When a part that is covered under warranty needs to be replaced, the supplier recovery manager of the original equipment manufacturer (OEM) creates an outbound SRC against the supplier of the part.

After you enter supplier recovery claims, you use the Supplier Recovery Workfile Generation program (R177701) to generate the payables or receivables records from the supplier. Warranty claims and supplier recovery claims use the same workfile generation program; only a processing option on the Process tab differs. (You set it either for warranty claims or for supplier recovery claims.) The program includes the following information in the submittal:

- Supplier recovery claim number.
- Supplier details.
- Causal part information.
- Failure information.
- Details about the supplier recovery claim.

Examples

Consider the following examples of supplier recovery claims:

- A bus company creates an order for repair work on an air conditioner and an engine.

  Both parts are covered by supplier contracts. From some of the detail lines of the work order, the bus company creates two claims to send to two vendors.

- A car manufacturer creates SRCs for causal parts and peripheral parts damage due to faulty tires.

  From all parts included in the header of the work order, the manufacturer creates a claim to send to the tire supplier.

Prerequisite

Complete the checklist for setting up warranty claims and supplier recovery claims.

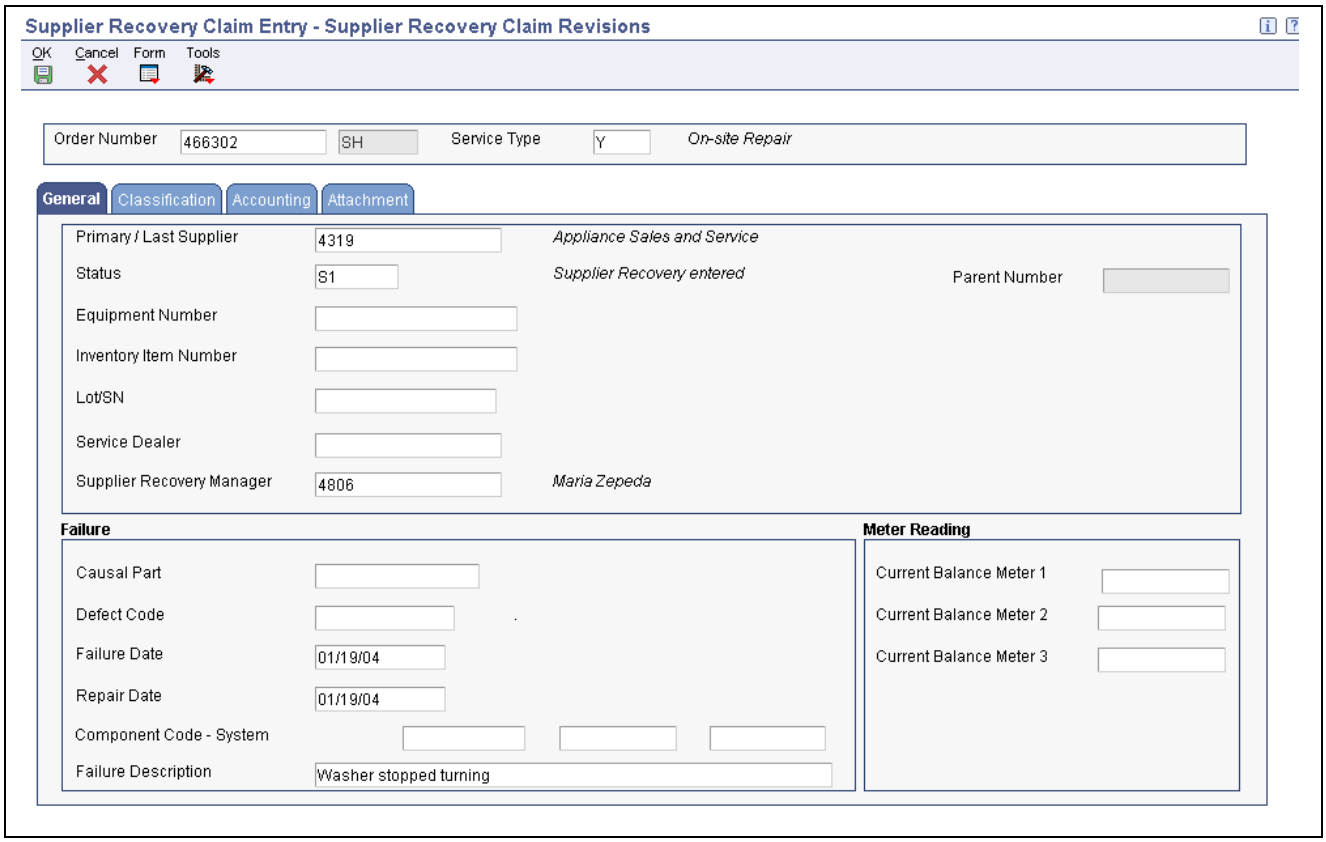
See Chapter 7, "Working with Warranty Claims and Supplier Recovery Claims," Checklist for Setting Up Warranty Claims and Supplier Recovery Claims, page 250.

Form Used to Enter Supplier Recovery Claims

Form Name	Form ID	Navigation	Usage
Supplier Recovery Claims Revisions	W1779D	Supplier Recovery Daily Processing menu (G1718), Supplier Recovery Claim Entry. Click Add. Select the General tab. Select the Classification tab. Select the Accounting tab.	Enter supplier recovery claims.

Entering Supplier Recovery Claims

Access the Supplier Recovery Claims Revisions form.



Supplier Recovery Claims Revisions form

Setting Processing Options for Supplier Recovery Claims (P1779)

Use these processing options to set default values for the Supplier Recovery Claims program.

Default

These processing options specify default values for the Supplier Recovery Claims program.

1. Document Type Specify the default order when creating a supplier recovery claim. Enter a value from UDC 00/DT (Document Type - All Documents).

2. Service Type Specify the default service type when creating a supplier recovery claim. Enter a value from UDC 00/TY (Work Order/ECO Type).

3. Branch Specify the default branch when creating a supplier recovery claim.

4. Business Unit Specify the default business unit when creating a supplier recovery claim.

Edits

These processing options specify whether meter readings are required.

1. Require Meter Reading 1 Specify whether the system requires a value in the first meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 1 field.

1: Require a value in the Current Balance for Meter 1 field.

2. Require Meter Reading 2 Specify whether the system requires a value in the second meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 2 field.

1: Require a value in the Current Balance for Meter 2 field.

3. Require Meter Reading 3 Specify whether the system requires a value in the third meter reading field. Values are:

Blank: Do not require a value in the Current Balance for Meter 3 field.

1: Require a value in the Current Balance for Meter 3 field.

Version

These processing options specify the program versions to use with supplier recovery claims.

1. RMA Revisions (P400511) Version Specify the version of the Return Material Authorization Revisions program (P400511). If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Warranty Claims (P1777) Version Specify the version of the Warranty Claims program (P1777). If you leave this processing option blank, the system uses the ZJDE0001 version.

3. Product Registration (P17051) Version Specify the version of the Product Registration program (P17051). If you leave this processing option blank, the system uses the ZJDE0001 version.

4. Parts Details (P17710) Version Specify the version for the Parts Detail program (P17710). If you leave this processing option blank, the system uses the ZJDE0001 version.

5. Labor details (P17712) Version Specify the version for the Labor Detail program (P17712). If you leave this processing option blank, the system uses the ZJDE0001 version.

6. Meter Reading (P12120) Version Specify the version of the Meter Readings program (P12120). If you leave this processing option blank, the system uses the ZJDE0001 version.

7. Submit Claims (R174801Z2O) Version Specify the version for the Outbound Supplier Recovery Processing program (R174801Z2O). If you leave this processing option blank, the system uses the ZJDE0001 version.

8. Supplier Contract (P17201) Version Specify the version of the Supplier Contracts program (P17201). If you leave this processing option blank, the system uses the ZJDE0001 version.

9. Work With RMA (P40051) Version Specify the version to be used for Work With Returned Material Authorization (P40051). If you leave this option blank, the system uses ZJDE0001.

Process

These processing options specify defaults for lot numbers, supplier recovery manager, and entitlements.

1. Validate Lot Numbers Specify whether the system determines if a lot number exists in the Lot/Serial Number field. Values are:

Blank: Do not verify whether a lot number for the product has been entered.

1: Verify that a lot number for the product has been entered.

Note. If you enter 1, the system verifies only that a lot number has been entered. It does not verify whether the lot number is valid.

2. Default User to Supplier Recovery Manager in Add Mode

Specify whether the system uses the user number as the default value for the supplier. Values are:

Blank: Do not use the user number as the default.

1: Use the user number as the default.

3. Entitlement Checking

Specify whether the system performs entitlement checking and which method to use. Values are:

Blank: Do not use check entitlements.

1: Use the Entitlement Dates table (F1791) to check entitlements.

2: Check entitlements, but do not use the Entitlement Dates table.

Submitting Supplier Recovery Claims

To run the SWM Warranty Claim/Supplier Recovery Workfile Generation program, access the Periodic Supplier Recovery Processing menu (G1728), Supplier Recovery Workfile Generation.

See Also

Chapter 7, "Working with Warranty Claims and Supplier Recovery Claims," Setting Processing Options for SWM Warranty Claim/Supplier Recovery Workfile Generation (R177701), page 258

Working with Interoperability for Warranty Claims and Supplier Recovery Claims

This section provides an overview of interoperability for warranty claims and supplier recovery claims and discusses how to:

- Process inbound warranty claims.
- Set processing options for the Inbound Warranty Claim Processing program (R174801Z2I).
- Process outbound supplier recovery claims.
- Set processing options for the Outbound Supplier Recovery Processing program (R174801Z2O).
- Revise an inbound warranty claim or an outbound supplier recovery claim.
- Set processing options for the Warranty Claim/Supplier Recovery Processing program (P174801Z).
- Process parts detail for inbound warranty claims.
- Set processing options for the Inbound Warranty Claim Parts Detail Processing program (R173111Z2I).
- Process labor detail for inbound warranty claims.
- Set processing options for the Inbound Warranty Claim Labor Detail Processing program (R173112Z2I).
- Purge inbound warranty claims or outbound supplier recovery claims.
- Set processing options for the Warranty Claim/Supplier Recovery Purge program (R174801Z2P).

Understanding Interoperability for Warranty Claims and Supplier Recovery Claims

You can receive, process, revise, and purge flat file warranty claims that are sent in from dealers and flat file supplier recovery claims that are sent out to suppliers. Use the programs on the Warranty Claim Interoperability menu (G17371) and the Supplier Recovery Interoperability menu (G17381) to complete these tasks.

Inbound Warranty Claims

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Use Inbound Warranty Claims Processing (R174801Z2I) to receive flat file claims that are sent in from dealers. For each claim, the program creates a new warranty claim number, and processes parts detail and labor detail if they exist.

The Dealer Reference field can contain the dealer's claim number as a cross-reference. The program uses the failure date and the repair date to prevent duplicate warranty claim numbers. Processing options and work order activity rules perform additional checks, such as whether the system validates the registration status to determine if the equipment is eligible for a warranty claim.

Outbound Supplier Recovery Claims

A manufacturer submits a reimbursement claim to the supplier of a warranted part that was found to be defective. Use Outbound Supplier Recovery Processing (R174801Z2O) to send flat file claims to suppliers. For each claim, the program creates a new supplier recovery claim number. Each claim can contain several parts detail and labor detail records.

The program uses the date submitted and the time submitted on parts and labor detail records to prevent duplicate submission of detail lines. A processing option specifies whether to allow claims without any parts or labor detail.

Parts Detail for Inbound Warranty Claims

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Inbound Warranty Claim Parts Detail Processing (R173111Z2I) processes the parts detail of incoming flat file claims that are sent in from dealers. The data is uploaded to the work order file, and the claim is then processed through Service Management.

Each warranty claim is identified by a transaction (work order) number. Each claim can contain several parts detail records. The system verifies that the associated inbound claim was processed successfully and that the warranty claim number is valid. Other validity checks for the parts detail include valid component numbers, causal part numbers, vendor numbers, and so on.

Labor Detail for Inbound Warranty Claims

A dealer or authorized service provider performs work that is covered under a manufacturer's warranty. Inbound Warranty Claim Labor Detail Processing (R173112Z2I) processes the labor detail of incoming flat file claims that are sent in from dealers. The data is uploaded to the work order file, and the claim is then processed through Service Management.

Each warranty claim is identified by a transaction (work order) number. The system verifies that the associated inbound claim was processed successfully and that the warranty claim number is valid. Other validity checks for the labor detail include valid causal part numbers, vendor numbers, time basis codes, and so on. The system also checks for duplicate labor detail.

Processing Inbound Warranty Claims

To run the Inbound Warranty Claim Processing program, access the Warranty Claim Interoperability menu (G17371), Inbound Warranty Claim Processing.

Setting Processing Options for Inbound Warranty Claim Processing (R174801Z2I)

Use these processing options to set default values for the Inbound Warranty Claims program.

Defaults

These processing options specify default values for the Inbound Warranty Claims Processing program.

1. Job Status Message Recipient Specify the address book number of the recipient of job status messages. The Inbound Warranty Claims Processing program (R174801Z2I) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

2. Warranty Claim Status Determine the beginning status of the incoming warranty claim. If this option is left blank, the system uses the first status from the work order activity rules.

3. Branch Enter a value for the branch corresponding to the causal part that the system will use as a default for new claims.

4. Responsible Business Unit Enter a value for the accounting business unit that the system will use as a default when entering new claims.

5. Supplier Recovery Vendor Specify how the system determines the supplier recovery vendor. Values are:

Blank: Not eligible for supplier recovery.

1: Use the product information from the detail record.

2: Use the product information from the header record.

Process

These processing options specify default values for the process module, product registration validation, and assessor assignment.

1. Process Module Specify the process module that the system uses when creating inbound warranty claims. The default value is *WARC*, Warranty Claims (P1777)

2. Validate Product Registration Specify whether the system validates the registration status of the equipment number against the product registration activity rules. These rules indicate whether the equipment is eligible for a warranty claim at a particular status. Values are:

Blank: Do not validate the product registration.

1: Validate the product registration.

3. Assign Assessor Specify whether the system assigns the assessor to the incoming claim based on the assessor defaults. Values are:

Blank: Do not assign the assessor from defaults.

1: Assign the assessor from defaults

Versions

These processing options specify the versions of programs to use for warranty claims, parts detail, and labor detail.

1. Warranty Claims (P1777) Version Specify which version of the Warranty Claims program (P1777) the system uses when processing inbound warranty claims. If you leave this processing option blank, the system uses the ZJDE0001 version.

2. Inbound Parts Detail (R173111Z2I) Version Specify which version of the Inbound Warranty Claim Parts Detail Processing program (R173111Z2I) the system uses when processing parts lists for inbound warranty claims. If you leave this processing option blank, the system uses the XJDE0001 version.

3. Inbound Labor Detail (R173112Z2I) Version Specify which version of the Inbound Warranty Claim Labor Detail Processing program (R173112Z2I) the system uses when processing labor detail for inbound warranty claims. If you leave this processing option blank, the system uses the XJDE0001 version.

Processing Outbound Supplier Recovery Claims

To run the Outbound Supplier Recovery Processing program, access the Supplier Recovery Interoperability menu (G17381), Outbound Supplier Recovery Processing.

Setting Processing Options for Outbound Supplier Recovery Processing (R174801Z2O)

Use these processing options to set default values for the Outbound Supplier Recovery Processing program.

Process

These processing options specify default values for processing outbound supplier recovery claims.

1. Clear Outbound Records Specify whether the system deletes all previous outbound records prior to running the Outbound Supplier Recovery Processing program (R174801Z2O). Values are:

Blank: Do not delete the previous outbound records.

1: Delete all outbound records from the F4801Z2, F4801TZ2, F3111Z2, and F3112Z2 tables.

2. Job Status Message Recipient Specify the address book number of the recipient of job status messages. The Outbound Supplier Recovery Processing program (R174801Z2O) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

3. Submit Claim Header Specify whether the system allows you to submit the supplier recovery claim without submitting parts detail information or labor detail information. Values are:

Blank: Do not allow a supplier recovery claim without parts or labor detail information.

1: Allow a supplier recovery claim without parts or labor detail information.

4. Enter the Transaction Type for Work Order Header Transactions Enter the Transaction Type for Work Order Header Transactions. If you leave this processing option blank, the systems uses *JDEWO*.

5. Enter the Transaction Type for Work Order Parts List Transactions Enter the Transaction Type for Work Order Parts List Transactions. If you leave this processing option blank, the system uses *JDEPL*.

6. Enter the Transaction Type for Work Order Routings Transactions Enter the Transaction Type for Work Order Labor Detail Transactions. If you leave this processing option blank, the system uses *JDERTG*.

Revising an Inbound Warranty Claim or an Outbound Supplier Recovery Claim

To run the Warranty Claim/Supplier Recovery Processing program, use one of the following navigations:

- Access the Warranty Claim Interoperability menu (G17371), Inbound Warranty Claim Revisions.
- Access the Inbound/Outbound Warranty Claim/Supplier Recovery Header Revisions.

To revise an inbound warranty claim or an outbound supplier recovery claim:

1. On Work With Inbound/Outbound Warranty Claim/Supplier Recovery Header, locate and select the applicable warranty claim or supplier recovery claim.
2. On Inbound/Outbound Warranty Claim/Supplier Recovery Header Revisions, revise the data as necessary and click OK.

Setting Processing Options for Warranty Claim/Supplier Recovery Processing (P174801Z)

Use these processing options to set default values for the Warranty Claim/ Supplier Recovery Processing program.

Display

These processing options specify which records the system displays and the transaction direction (inbound or outbound).

1. Default View Mode Specify the viewing mode. Values are:

Blank or *1:* View unprocessed records only.

2: View records that processed successfully.

3: View records that did not process successfully.

2. Direction Indicator Indicate whether the transaction is inbound (warranty claim) or outbound (supplier recovery claim). Values are:

Blank: Outbound Transactions

1: Inbound Transactions (Warranty Claim)

2: Outbound Transactions (Supplier Recovery Claim)

Defaults

These processing options specify default values for transaction processing.

1. Enter the Transaction Type for new Work Order Header Transactions Enter the Transaction Type for new Work Order Header Transactions. If you leave this processing option blank, the system uses *JDEWO*.

2. Enter the Transaction Type for new Work Order Parts List Transactions Enter the Transaction Type for new Work Order Parts List Transactions. If you leave this processing option blank, the system uses *JDEPL* .

3. Enter the Transaction Type for new Work Order Routings Transactions Enter the Transaction Type for new Work Order Labor Detail Transactions. If you leave this processing option blank, the system uses *JDERTG* .

Processing Parts Detail for Inbound Warranty Claims

To run the Inbound Warranty Claim Parts Detail Processing program, access the Warranty Claim Interoperability menu (G17371), Inbound Warranty Claim Parts Detail.

Setting Processing Options for Inbound Warranty Claim Parts Detail Processing (R173111Z2I)

Use these processing options to set default values for the Inbound Warranty Claim Parts Detail Processing program.

Defaults

This processing option supplies the default value for the recipient of job status messages.

1. Job Status Message Recipient Specify the address book number of the recipient of job status messages. The Inbound Warranty Claim Parts Detail Processing program (R173111Z2I) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

Process

This processing option supplies the default value for the process module.

1. Process Module (FUTURE) Specify the process module that the system uses when creating parts lists for inbound warranty claims. The value is:

WARC: Warranty Claims (P1777)

Processing Labor Detail for Inbound Warranty Claims

To run the Inbound Warranty Claim Labor Detail Processing program, access the Warranty Claim Interoperability menu (G17371), Inbound Warranty Claim Labor Detail.

Setting Processing Options for Inbound Warranty Claim Labor Detail Processing (R173112Z2I)

Use these processing options to set default values for the Inbound Warranty Claim Labor Detail Processing program.

Defaults

This processing option supplies the default value for the recipient of job status messages.

1. Job Status Message Recipient Specify the address book number of the recipient of job status messages. The Inbound Warranty Claim Labor Detail Processing program (R173112Z2I) sends any success messages or error messages to this address book number. If you leave this processing option blank, the system uses the address book number of the current user.

Process

This processing option supplies the default value for the process module.

1. Process Module (FUTURE) Specify the process module that the system uses when creating labor detail for inbound warranty claims. The value is:

WARC: Warranty Claims (P1777)

Purging Inbound Warranty Claims or Outbound Supplier Recovery Claims

To run the purge program, access the Warranty Claim/Supplier Recovery Purge program (R174801Z2P) using one of the following navigations:

- Access the Warranty Claim Interoperability menu (G17371), Inbound Warranty Claim Purge.
- Access the Inbound/Outbound Warranty Claim/ Outbound Supplier Recovery Purge.

After the system successfully processes either inbound warranty claims or outbound supplier recovery claims, you can use Warranty Claim/Supplier Recovery Purge (R174801Z2P) to purge the records. A processing option specifies which records the system purges.

Setting Processing Options for Warranty Claim/Supplier Recovery Purge (R174801Z2P)

Use these processing options to set default values for the Warranty Claim/Supplier Recovery Purge program.

Process

This processing option supplies the default value for the process module.

1. Purge Records Specify which interoperability records the system purges for warranty claims and supplier recovery records. Values are:

Blank: Purge inbound and outbound records.

1: Purge only inbound records.

2: Purge only outbound records.

CHAPTER 8

Using the Customer Self-Service Portal

This chapter provides a general overview of the customer self-service portal.

Understanding the Customer Self-Service Portal

Providing self-service applications to your customers facilitates collaboration that results in increased profitability and customer satisfaction. The Customer Self-Service (CSS) portal provides a simplified, configurable front-end to the Service Management system. The portal provides an easy way for customers to view information related to their service contracts, work orders, and equipment. The portal enables you to further increase customer satisfaction, decrease costs, and free up internal resources to work on higher priority activities through providing your customers, dealers, and distributors direct access to this information.

The portal entry points are intended to be simple and, therefore, are not intended to provide the same full functionality as the traditional Service Management applications. These entry points are additional front-end forms that access and update the same tables.

The CSS for Service portal entry points are:

- Add Equipment
- View Equipment
- View Work Orders
- View Contracts

Adding Equipment

The Add Equipment form appears when you select Add Equipment (P90CD920).

The Add Equipment portal entry point enables customers to add equipment records from a single form.

If an equipment record does not already exist in the system, a customer can add the equipment for Product Registration purposes. However, if an equipment record already exists, a customer cannot use the portal to update an existing record with the new owner information. Existing equipment records are only available for inquiry.

Viewing Equipment

The View Equipment form appears when you select View Equipment (P90CD920).

The View Equipment portal entry point enables customers to view various pieces of equipment information from a single form. This feature reduces the amount of time customers spend searching for their equipment information.

When customers select this entry point, the system displays all their equipment records. To narrow their search, customers can search by product model and by a status code or range of status codes. They can select a record to see the equipment detail in the lower portion of the form, such as site numbers, inventory item numbers, serial numbers, and installation dates.

Customers can also add equipment from this form. They cannot make revisions to existing equipment records.

Viewing Work Orders

The View Service Work Orders form appears when you select View Work Orders (P90CD910).

The View Work Orders portal entry point enables customers to quickly locate a specific work order or group of work orders. Customers can only view their own work orders. They can search on the order number, equipment number, order type, originator, priority, and status. The system only displays work orders that are defined as service work orders (in document type maintenance) as well as the detail information of these work orders. The detail information includes the work order number, description, business unit to be charged, and dates to perform the work. Parts and labor detail do not appear.

The information is for view only. You cannot add work orders from this form.

Viewing Contracts

The View Service Contracts and Entitlements form appears when you select View Contracts (P90CD900).

The View Contracts portal entry point enables customers to view detailed information about their contracts and entitlements, such as terms and expiration dates.

This information is for view only.

CHAPTER 9

Setting Up Advanced Pricing for Service Management

This chapter provides an overview of advanced pricing and discusses how to:

- Set up preference hierarchies.
- Set up service and warranty detail groups.
- Set up price adjustment definitions.
- Set up adjustment schedules.
- Set up adjustment details.
- Attach adjustment schedules.
- Review price history.

Understanding Advanced Pricing

Setting up advanced pricing for service contracts, work orders, warranty claims, supplier recovery and cases allows you to price items and services by using an advanced pricing structure, and allows you to streamline pricing setup and maintenance.

Advanced pricing provides flexibility when defining pricing. You can easily adjust prices for each contract, work order, or case; and then combine the adjustments into a pricing structure or schedule. Within each schedule, you can define unlimited price adjustments. The adjustment schedule attaches to the customer record and, therefore, is used for any contract, work order, or case for that customer.

Setting Up Preference Hierarchies

This section provides an overview of setup of preference hierarchies, lists prerequisites, and discusses how to:

- Set up a preference master.
- Define a pricing hierarchy.

Understanding Setup of Preference Hierarchies

The system applies pricing adjustments to service contracts, work orders, warranty claims, supplier recovery and cases in the order that you determine on the pricing hierarchy. The system uses the pricing structure to calculate price adjustments and updates. For this reason, you should set up your hierarchy to search from specific combinations to general combinations.

Before you define each pricing hierarchy, you must create a master record called the preference master. You can create as many different preference hierarchies as you need.

You define the hierarchy and then attach it to an adjustment definition. You can create a hierarchy for each adjustment definition, or you can use a single hierarchy for many adjustment definitions. Although you can create as many different preference hierarchies as you need, PeopleSoft recommends that you set up the fewest number of hierarchies possible that can accommodate all of the adjustment definitions that your company requires.

A preference hierarchy allows you to specify the order in which pricing adjustments are applied. You identify the pricing hierarchy by typing numbers at the intersections of the rows and columns. The pricing search begins at the intersection where you type 1 and looks for records defined for that customer and item combination. If no adjustment details are found for that combination, the system moves to the next combination in the hierarchy, identified by the number 2 in the intersection, and so on.

The system selects the first combination found during a search. Therefore, you should set up the most specific method of pricing first in your hierarchy and then continue defining the hierarchy to the most general pricing.

Although you can enter as many as nine numbers, searching takes system time and resources, so you should limit your hierarchy to three or four numbers. Each number represents a system search and increases system processing time. The Sold To and All Customer rows are the only fields that Service Management can recognize.

Note. For Service Management, only the information that is attached to the Sold To and All Customer rows is currently applicable.

Prerequisite

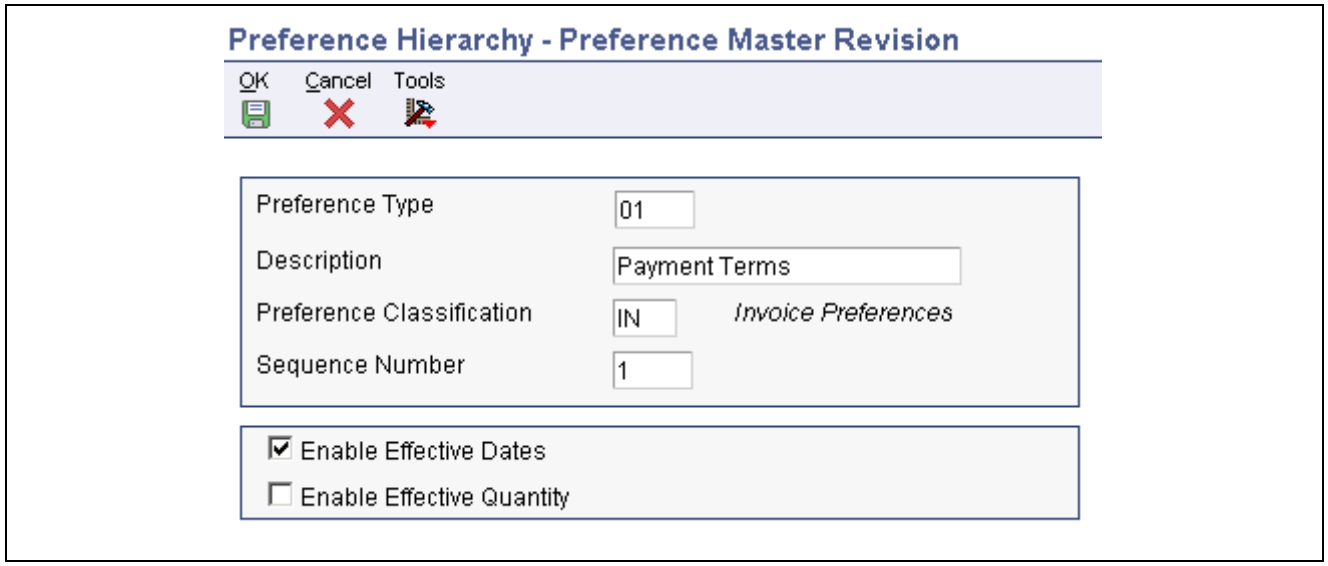
Verify that a master record has been created for the preference hierarchy.

Forms Used to Set Up Preference Hierarchies

Form Name	Form ID	Navigation	Usage
Work With Preference Hierarchy	W40073B	Adjustment Set Up (G174613), Preference Hierarchy.	Set up preference hierarchies.
Preference Master Revision	W40070D	Click the Add button on the Work With Preference Hierarchy form. Select Master Revision from the Form menu on the Preference Hierarchy Revisions form.	Set up a preference master.
Preference Hierarchy Revisions	W40073D	Click the Add button on the Work With Preference Hierarchy form.	Define a pricing hierarchy.

Setting Up a Preference Master

Access the Preference Master Revision form.



Preference Master Revision form

Preference Type Enter a user defined code (40/PR) that identifies a preference type or a price adjustment hierarchy.

In the user defined code table 40/PR, a 1 in the Special Handling Code field identifies a preference that PeopleSoft supports. This field is hard coded for each preference.

For Agreement Penalty Schedules, first set up a user defined code of PN (for penalty). Then enter it in this field.

Preference Classification Enter a classification or title that the system uses to group preferences on the Preference Profile form (P4007)

Sequence Number For EnterpriseOne, enter the sequence by which users can set up the order in which their valid environments are displayed.

For PeopleSoft World, enter a sequence or sort number that the system uses to process records in a user defined order.

Enable Effective Dates Enter a code that indicates whether the system displays fields for effective date ranges for a preference. You might want the system to display effective date ranges if you enter effective dates and effective quantities for a preference. Values are:

Y: Display effective date fields on the Preference Profile Revisions forms for this preference.

N: Do not display effective date fields for this preference.

Enable Effective Quantity Enter a code that indicates if you want to use quantity ranges for this preference. Values are:

Y: Yes, display the Quantity From and Quantity Thru fields on the Preference Profile Revisions forms (P40300 and P40300EC) for this preference.

N: No, do not enable or display the quantity range fields.

Effective quantity fields are optional fields that you can disable prior to setting up any preference records, but not after you have created preference records.

If you assign effective quantity, you must assign effective dates

Defining a Pricing Hierarchy

Access the Preference Hierarchy Revisions form.

To define a pricing hierarchy:

1. Complete the Preference Type field.
2. Beginning with *1*, enter numbers in the intersections to indicate search order. When you define the pricing hierarchy, start with 1 and do not skip any numbers.
3. Click OK.

Setting Up Service and Warranty Detail Groups

You can use order detail groups to create adjustments to the pricing line of a service contract, work order, warranty claim, supplier recovery or case. When you set up your system, you need to consider the information that is standard for each contract, work order, or case. For example, if all contracts or all work orders contain a customer number and a model number, you can set up advanced pricing information based on the customer number and model number fields.

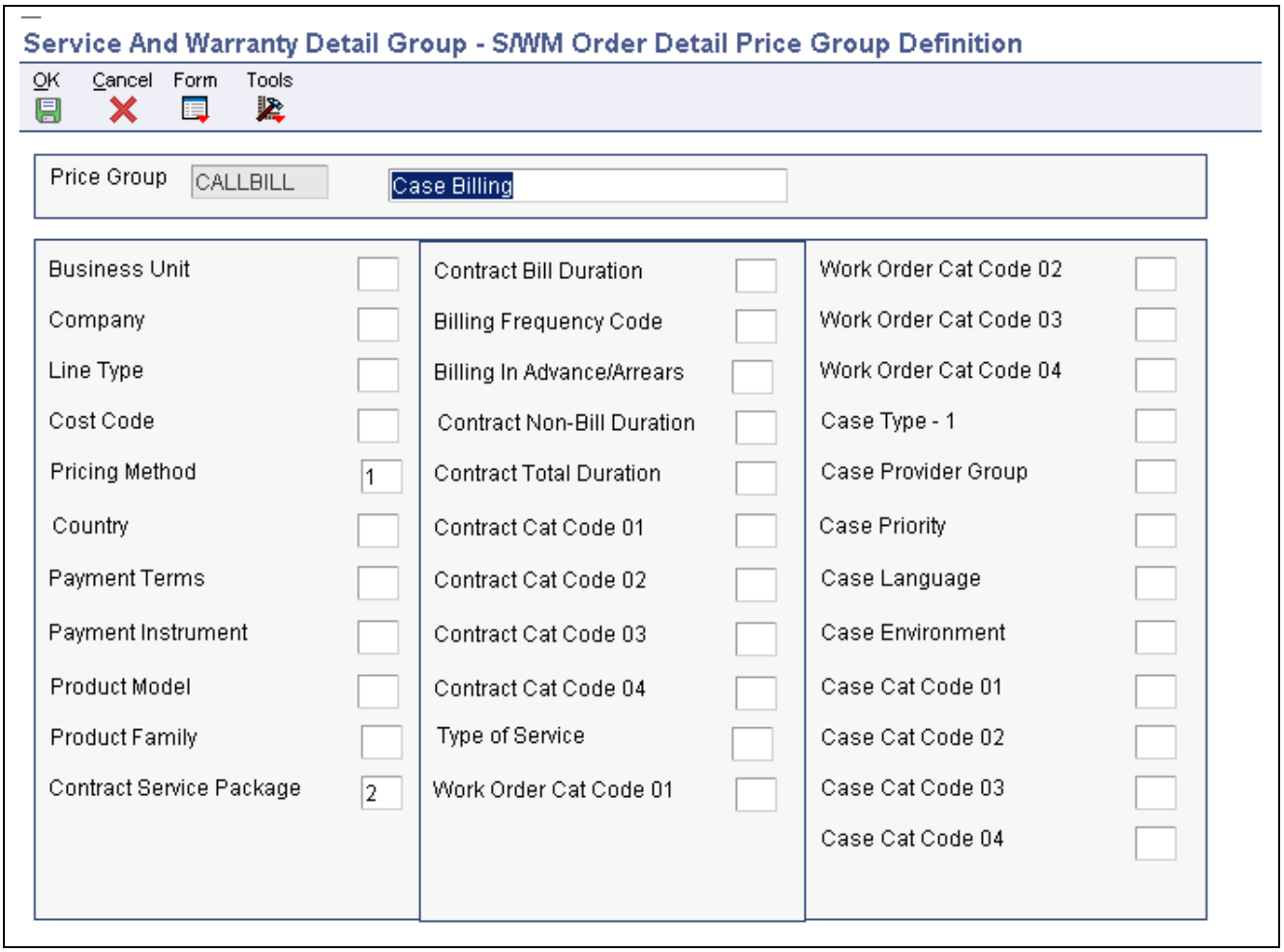
This section discusses how to set up service and warranty detail groups.

Form Used to Set Up Service and Warranty Detail Groups

Form Name	Form ID	Navigation	Usage
SWM Order Detail Price Group Definition	W4092B	Adjustment Set Up (G174613), Service and Warranty Detail Group. Click the Add button on the Work with Price Group Definition form.	Set up service and warranty detail groups. The system imports the price group type code, based on your processing option selection. When you click Find, the system displays only those groups of that price group type code. To override the system default, type a new price group type code in the field and click Find or Add. The system retrieves the appropriate form, based on this type code.

Setting Up Service and Warranty Detail Groups

Access the SWM Order Detail Price Group Definition form.



S/WM Order Detail Price Group Definition form

Price Group Enter a numerical value that specifies the sequence of category codes within Group Codes. The value must be equal to or between 1 and 4. Also, you cannot slip sequence values. For example, do not enter sequence 3 unless you have already entered sequence numbers 1 and 2.

Line Type Enter a code that controls how the system processes lines on a transaction. It controls the systems with which the transaction interfaces, such as General Ledger, Job Cost, Accounts Payable, Accounts Receivable, and Inventory Management. It also specifies the conditions under which a line prints on reports, and it is included in calculations. Codes include the following:

S: Stock item

J: Job cost

N: Nonstock item

F: Freight

T: Text information

M: Miscellaneous charges and credits

W: Work order

Contract Bill Duration Enter the billing duration associated with a contract.

Billing Frequency Code Enter a code that specifies when (how often) to generate billing records. The code that you enter must exist in the Billing Frequency Master table (F15019).

Billing In Advance/Arrears Enter a code to determine how a contract should be billed.

Contract Non-Bill Duration Enter the duration associated with a contract.

Contract Total Duration Enter the duration of sale or contract promotion.

Contract Cat Code 01 Enter up to ten reporting codes that you can assign to a service contract detail line. Use these codes to identify contract lines for reports. Category codes are user defined (17/D1-D0).

Cost Code Enter a code that designates each element of cost for an item. Examples of the cost object types are:

A1: Purchased raw material

B1: Direct labor routing rollup

B2: Setup labor routing rollup

C1: Variable burden routing rollup

C2: Fixed burden routing rollup

Dx: Outside operation routing rollup

Xx: Extra add-ons, such as electricity and water

The optional add-on computations usually operate with the type Xx extra add-ons. This cost structure allows you to use an unlimited number of cost components to calculate alternative cost rollups. The system then associates these cost components with one of six user defined summary cost buckets.

Pricing Method Enter a code used to determine if this type of service should be priced based on a flat rate or based on actual Time and Materials. Values are:

F: Flat Rate. Charges for labor are based on one flat rate. Charges for parts are already included in the flat rate.

T: Time and Materials. Charges for labor are based on actual labor hours. Charges for parts are based on actual parts used.

Blank: None. A blank value is only valid when defining the Method of Pricing for a service provider. It is used to indicate that the service provider is an internal service provider and should not be paid.

Type of Service Enter a user defined code (00/TY) that indicates the classification of a work order or engineering change order.

You can use work order type as a selection criterion for work order approvals.

Setting Up Price Adjustment Definitions

This section provides an overview of price adjustment definitions, lists prerequisites, and discusses how to set up price adjustment definitions.

Understanding Price Adjustment Definitions

Once you have created SWM order detail groups and defined pricing hierarchies, you can attach them to adjustments. An adjustment is a record that describes a special pricing situation, such as a pricing plan or promotion. Before you can add an adjustment to a schedule, you must create adjustment definitions to specify the characteristics of the adjustment. These characteristics determine the following:

- The sequence that the system uses to search for prices.
- Whether the adjustment is based on quantity.
- Whether the adjustment is an override price, manual add or change, or a mandatory adjustment.

Prerequisites

Before you complete the tasks in this section:

- Set up price adjustment names (user defined code 40/TY).
- Set up preference hierarchies.
- Set up service and warranty detail groups.

Forms Used to Set Up Price Adjustment Definitions

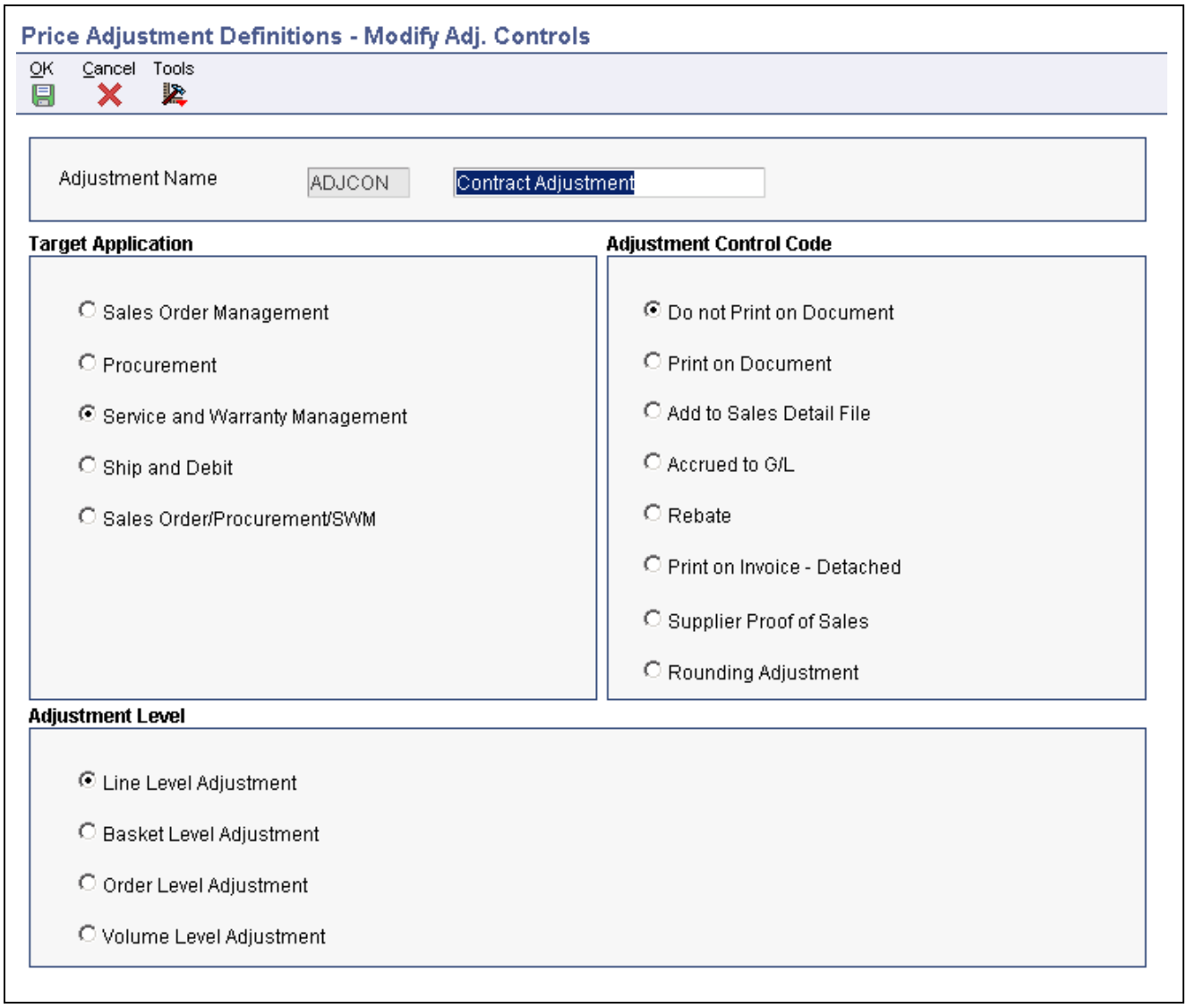
Form Name	Form ID	Navigation	Usage
Modify Adj. Controls	W4071C	Adjustment Set Up (G174613), Price Adjustment Definitions. Click the Add button on the Work with Adjustment Types form.	Set up price adjustment definitions.
Price Adjustment Definition	W4071A	Complete the fields on Modify Adj. Controls and click OK.	Set up price adjustment definitions.

Setting Up Price Adjustment Definitions

Access the Modify Adj. Controls form.

The following fields are not applicable to Service Management:

- Rebate Beneficiary
- Line Type
- Exclude from A/R Discount
- Weight Level Break
- Amount Level Break
- Basket Level Adjustment
- Order Level Adjustment



Modify Adj. Controls form

Adjustment Name

Enter a user defined code (system 40, type TY) that identifies an adjustment definition. You define adjustments on Price Adjustment Names.

For Agreement Penalty Schedules Add a definition for each of the four types of penalties:

Minimum quantity

Maximum quantity

Under commitment

Over commitment

Service and Warranty Management

Click any of the options under the Target Applicationregion to indicate the PeopleSoft system that the price adjustment supports, such as Sales Order Management and Procurement.

Do not Print on Document Click this option if you do not want to print the adjustment on the invoice or the purchase order print document. The system adds the adjustment amount to the unit price.

Print on Document Click this option to print the adjustment on the invoice or the purchase order print document. The system adds the adjustment amount to the unit price.

Add to Sales Detail File Click this option to update the Sales Order Detail File table (F4211) with adjustment detail line information. The system will not include this type of adjustment when it calculates the current net price. Use this code for order-level adjustments only.

Accrued to G/L Click this option to create an accrual adjustment. The system updates the Price Adjustment Ledger File table (F4074) and posts the adjustment to the general ledger during the Sales Update process.

Rebate Click this option to create a rebate adjustment. The system updates the Rebate Transaction Summary table (F4078) with the quantity, weight, and amount of the order detail line.

Print on Invoice – Detached Click this option to print the adjustment on the invoice. The system adds the adjustment to the order total, but does not include it in the unit price. The system will post separate G/L and A/R entries for this adjustment during Sales Update.

Supplier Proof of Sales Click this option to create a supplier proof of sale rebate adjustment. The system updates the Rebate Transaction Summary table with the quantity, weight, and amount of the order detail line and posts the adjustment to the general ledger during Sales Update.

Rounding Adjustment Click this option to create a rounding adjustment, based on the rounding rules set up in the Price Adjustment Detail Revisions program (P4072). The system adds the adjustment amount to the unit price.

Line Level Adjustment Click this option to specify that the system calculate the adjustment based on information in the sales order detail line.

Basket Level Adjustment (Not applicable to Service Management) Click this option to specify that the system calculate the adjustment based on information accumulated from all sales order detail lines that you have identified as a basket pricing group. You define the basket reprice group on the Additional Information tab on the Item Branch Information form in the Item branch program (P41026). If you are defining a basket or order level adjustment, leave the Item Group and Order Detail Group fields blank.

Order Level Adjustment (Not applicable to Service Management) Click this option to specify that the system calculate the adjustment based on information accumulated from all the sales order detail lines you have identified as an order pricing group. You define the order reprice group on the Additional Information tab on the Item Branch Information form in the Item branch program. If you are defining a basket or order level adjustment, leave the Item Group and Order Detail Group fields blank.

Volume Level Adjustment Click this option to specify that the system calculate the adjustment based on the accumulated value of multiple sales orders. The accumulated value is based on how you define the adjustment in the Price Adjustment Type program (P4071).

If you are working with the Agreement Management system, for Agreement Penalty Schedules, enter 1 to calculate the penalty at the sales order detail-line level.

Price Adjustment Definition – Options

Item Price Group

Enter a user defined code (system 40/type PI) that identifies an inventory price group for an item.

Inventory price groups have unique pricing structures that direct the system to incorporate discounts or markups on items on sales and purchase orders. The discounts or markups are based on the quantity, dollar amount, or weight of the item ordered. When you assign a price group to an item, the item takes on the same pricing structure defined for the inventory price group.

You must assign an inventory price group to the supplier or customer, as well as to the item, for the system to interactively calculate discounts and markups on sales orders and purchase orders.

Customer Price Group

Enter a user defined code (40/PC) that identifies a customer group. You can group customers with similar characteristics, such as comparable pricing.

Order Detail Group

Enter a user defined code (40/SD) that identifies a sales order detail group. You use sales order detail groups to create pricing that is based on a field in the Sales Order Detail file (F4211).

On the Modify Adj. Controls form: if you enter a code in this field, the system uses this adjustment only for orders with details that match the criteria of the order detail group.

For Agreement Penalty Schedules, a user defined code for Penalty must already be set up and defined as an order detail group. Enter Penalty or the correct user defined code that defines your penalty schedules.

Note. This field is required for Advanced Pricing to work in Service Management.

Preference Hierarchy

Enter a user defined code (40/PR) that identifies a preference type or a price adjustment hierarchy.

When you define pricing hierarchies, you identify each table with this code.

Later, when you create adjustments, you use this code to identify the hierarchy that you want the system to follow for this adjustment.

Subledger in G/L

Enter a user defined code (system 40, type SI) that identifies the type of information that you want the system to use to update the Subledger field in the General Ledger file (F0911) when you use this adjustment type to price a sales order.

G/L Offset

Enter a user defined code (41/9) that identifies the G/L offset that system uses when it searches for the account to which it posts the transaction. If you do not want to specify a class code, you can enter **** (four asterisks) in this field.

You can use automatic accounting instructions (AAIs) to predefine classes of automatic offset accounts for the Inventory Management, Procurement, and Sales Order Management systems. You might assign G/L class codes as follows:

IN20: Direct Ship Orders

IN60: Transfer Orders

IN80: Stock Sales

The system can generate accounting entries based upon a single transaction. For example, a single sale of a stock item can trigger the generation of accounting entries similar to the following:

Sales-Stock (Debit) xxxxx.xx

A/R Stock Sales (Credit) xxxxx.xx

Posting Category: IN80

Stock Inventory (Debit) xxxxx.xx

Stock COGS (Credit) xxxxx.xx

The system uses the class code and the document type to find the AAI.

Override Price Select this option to indicate how the adjustment affects the price of a sales order line.

A checkmark indicates that the override price overrides the base price. No checkmark indicates that the adjustment is used to calculate a discount or markup to the base price.

For Agreement Penalty Schedules, leave the override price disabled (no checkmark).

Manual Add/Change Select this option to specify whether the adjustment type can be manually added to or changed from the Price Adjustments form (P4074W) when you enter sales orders.

Mandatory Adjustment Select this option to specify that an adjustment is mandatory.

Apply Absolute Value Select this option to specify that the system disregard whether an order quantity is positive or negative when determining an applicable level break. This option affects negative values, such as those found on credit orders.

If you enable this option, the system disregards whether the order quantity is negative.

If you disable this option, the system honors the negative value (do not disregard the sign) of the order quantity.

For example, assume that the option is enabled (the system disregards whether the order quantity is negative) and the following level breaks are set up in Advanced Pricing:

Quantities of 1 to 49 = 100 USD each

Quantities of 50 to 99 = 85 USD each

Quantities of 100 and over = 75 USD each

When you enter a credit order for -200 EA, the system disregards the sign before checking for a level break. In this example, the order line qualifies for the 75 USD level break.

Price Adjustments Definition – Additional Options

Reporting Code 1 through Reporting Code 6 Enter a user defined code (45/P2 through 45/P6) that is one of six reporting codes that can be associated with a price adjustment definition. Use this reporting code to group adjustments.

Setting Up Adjustment Schedules

This section provides an overview of adjustment schedules, lists prerequisites, and discusses how to set up adjustment schedules.

Understanding Adjustment Schedules

After you define a price adjustment, you attach it to a schedule. An adjustment schedule contains one or more price adjustment types for which a customer or an item might be eligible. An adjustment schedule consists of price adjustment definitions and adjustment details.

You assign customers to adjustment schedules so that the system can calculate prices. In the adjustment schedule, you specify the sequence that the system uses to apply price adjustment types to the order being priced.

Each adjustment schedule can contain an unlimited number of price adjustments. You can add adjustments at any time. You link customers, service providers or suppliers to an adjustment schedule through the SWM address book extension. If necessary, you can override the adjustment schedule on the order (contract, work order, warranty claim, supplier recovery or case).

Prerequisites

Before you set up adjustment schedules, you must:

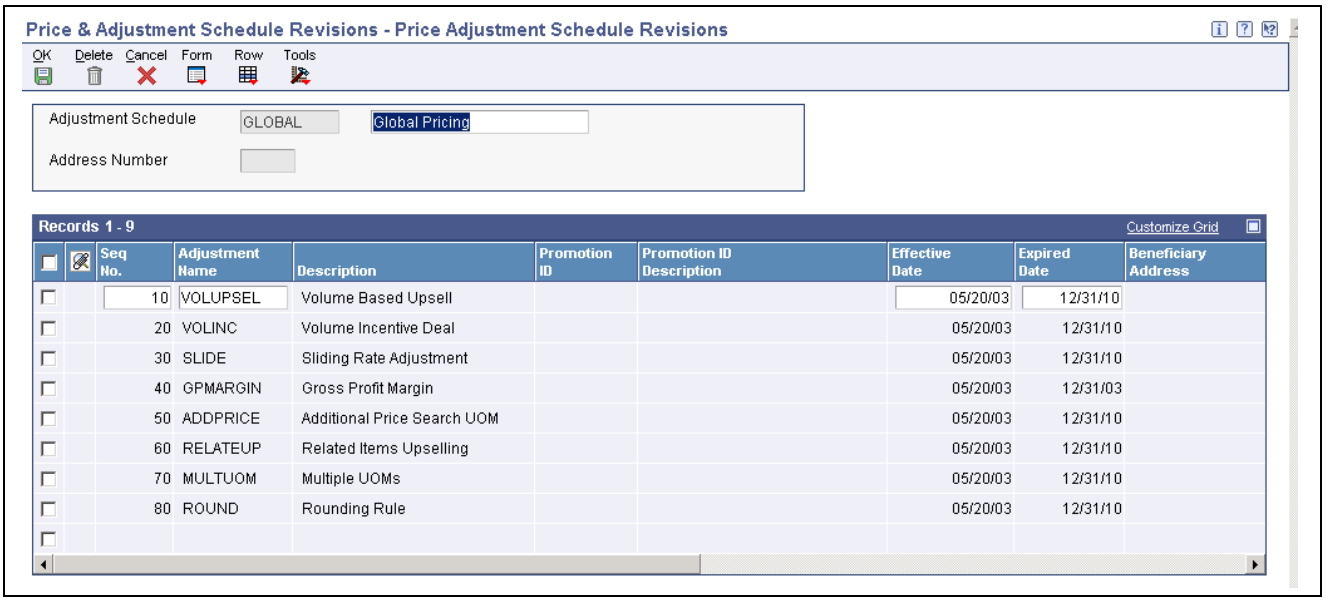
- Set up adjustment schedule names (user defined code 40/AS).
- Set up price adjustment definitions.

Form Used to Set Up Adjustment Schedules

Form Name	Form ID	Navigation	Usage
Price Adjustment Schedule Revisions	W4070C	Adjustment Set Up (G174613), Price & Adjustment Schedule Revisions. Click the Add button on the Work With Adjustment Schedules form.	Set up adjustment schedules.

Setting Up Adjustment Schedules

Access the Price Adjustment Schedule Revisions form.



Price Adjustment Schedule Revisions form

Adjustment Schedule

Enter a user defined code (40/AS) that identifies a price and adjustment schedule. A price and adjustment schedule contains one or more adjustment types for which a customer or an item might be eligible. The system applies the adjustments in the sequence that you specify in the schedule. You link customers to a price and adjustment schedule through the customer billing instructions. When you enter a sales order, the system copies the schedule attached to the sold to address into the order header. You can override this schedule at the detail line level.

For Agreement Management, this is the Agreement Penalty Schedule. The information in the Agreement Penalty Schedule provides the system with the criteria for an agreement to have penalty conditions.

Setting Up Adjustment Details

You can use the Price & Adjustment Detail Revisions program (P4072) to set up prices for adjustments.

Note. You set up prices for adjustment names rather than adjustment schedules.

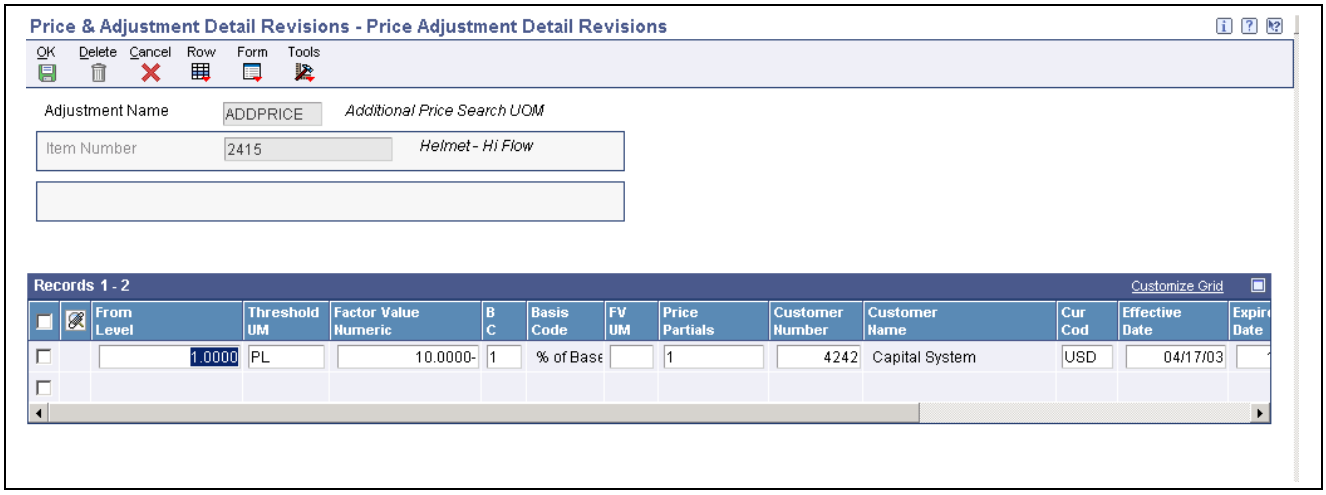
This section discusses how to set up adjustment details.

Form Used to Set Up Adjustment Details

Form Name	Form ID	Navigation	Usage
Price Adjustment Detail Revisions	W4072A	Advanced Pricing Set Up (G174613), Price & Adjustment Detail Revisions. Find an adjustment name on the Work with Adjustment Detail form, and click the Add button. Select a description on the Preference Hierarchy Selection form, and click the Select button.	Set up adjustment details. Your choices on the Preference Hierarchy Selection form and the selections within the price group determine the fields that appear on the Price and Adjustment Detail Revisions form (retrieved from the Preference Hierarchy and the Order Detail group).

Setting Up Adjustment Details

Access the Price Adjustment Detail Revisions form.



Price Adjustment Detail Revisions form

Depending on your selection in the Preference Hierarchy, the fields for your Order Detail Groups appear at the end of the detail area.

Effective Date The system uses the system date as the default value in the Effective Date field.

From Level For service contracts, the unit of measure for an item, not duration, must match the unit of measure on the contract.

Item Number A number that the system assigns to an item. It can be in short, long, or third item number format.

Factor Value Numeric Enter a code that indicates how the system adjusts an order line. The value in this field works in conjunction with the Basis field (BSCD). How you define the Basis field determines whether you enter a number or a code in this field.

If your Basis Code is:

1 – 5: Enter a positive number for markups, for example, 10. Enter a negative number for discounts, for example, 10-.

6: You want to base the adjustment on a variable table. Enter the code that identifies the variable table in the Formula Name column.

7: You want to use a formula to calculate the price. Enter the code that identifies the formula in the Formula Name column.

8: You want to calculate the adjustment using a custom program. Enter the program ID in the Formula Name column.

By entering a negative value in the Factor Value Numeric field, you can apply a discount.

For Agreement Penalty Schedules: Because the basis code for penalties is 5, enter a number as the factor value. Most agreement penalties are for a currency amount. The system multiplies the factor you enter by each unit of measure to calculate the penalty.

B C

Enter a code that specifies how the system uses the factor value to calculate the adjustment or penalty schedule. The Basis Code field works with the Factor Value field. Values are:

1: Multiply the base price by the factor value. The adjusted price is a percentage of the base price.

2: Multiply the current net price by the factor value. The adjusted price is a percentage of the current net price.

3: Multiply the item cost by the factor value. The adjusted price is a percentage of the item cost. You cannot use this basis code for a basket-level or order-level adjustment.

4: Add the factor value to the item cost. You cannot use this basis code for a basket-level or order-level adjustment.

Note. If you use basis code 3 or 4, specify the item cost that you want to use in the calculation in the Cost Method field (LEDG) in the detail area of the Price Adjustment Detail form.

5: Adjust the price by the factor value. If the value is positive, it increases the price by that amount; if the value is negative, it decreases the price by that amount.

6: Use the adjustment amount from the variable table. You specify the variable table in the Factor Value field.

7: Use a formula to calculate the adjustment. You specify the name of the formula in the Factor Value field.

8: Use a custom, user-defined program to calculate the adjustment. You specify the program ID in the Object Library field.

Note. If you define an adjustment that uses a custom program, the program must be one that you developed for this purpose and are prepared to support. PeopleSoft is not responsible for providing custom programs or for supporting programs that you have developed.

9: Calculate the adjustment so that the resulting unit price has a gross profit margin equal to the factor value. You cannot use this basis code for a basket-level or order-level adjustment, or for a sliding rate adjustment.

For Agreement Penalty Schedules, enter *5* for all penalty schedules.

For Service Management, you can enter one of the following values for Basis Code:

- *2:* which represents a percent markup or markdown (percent of the current net price)
- *3:* which represents a percent of the cost
- *4:* which represents the cost plus the amount
- *5:* which represents an addition to or subtraction from the current price

The Basis Code value in the first detail line must be a *3, 4, or 5* to indicate the start amount. Service Management does not use the base prices from Inventory.

Cur Cod Enter a code that identifies the currency of a transaction.

F G If a price adjustment is associated with any free goods information, this option is set to Y. Moreover, the option field in the Price Adjustment Detail Revisions will be displayed in reverse image to signify that the record is associated with free good information.

Service Management does not use the Free Goods field to associate the price adjustment with free goods. Use the following guidelines:

- To define a free contract in Service Management, enter *0* in the Unit Price field on the Contract Revisions form, or define the line type in the contract as a base warranty or free contract.
- To define a free part or labor for a work order, enter *0* in the Actual Billable Amount field on the work order labor detail or parts list form.
- To define a free case, enter *0* in the Actual Billable Amount field on the case or case time entry record.

Attaching Adjustment Schedules

After you completed the setup tasks that are associated with advanced pricing, you can apply an adjustment schedule to a service contract, work order, or case.

This section discusses how to:

- Attach an adjustment schedule to a customer record.
- Attach an adjustment schedule to a service provider record.
- Attach an adjustment schedule to a supplier record.
- Activate an adjustment schedule for a service contract.
- Activate an adjustment schedule for a work order.
- Activate an adjustment schedule for a warranty claim.
- Activate an adjustment schedule for a supplier recovery claim.
- Activate an adjustment schedule for a case.

Forms Used to Attach Adjustment Schedules

Form Name	Form ID	Navigation	Usage
Work With Addresses	W01012B	Service & Warranty Setup (G1740), Address Book Revisions.	Find address book records.
Address Book Revision	W01012A	On Work With Addresses, find an address book record and click Select.	Revise address book records.
Work With Service/Warranty Management Information.	W1782G	On the Address Book Revision form, select SWM from the Form menu.	Select an information type record.
Customer Information Revisions	W1782B	Select an information type record on the Work With Service/Warranty Management Information form, and click Select.	Attach an adjustment schedule to a customer's contract, work order, or case.
Service Provider Revisions	W1782C	Find the address book record for the service provider on the Work With Addresses form, and click Select. Select SWM from the Form menu on the Address Book Revision form. Select the information type record for the service provider on the Work With Service/Warranty Management Information form, and click the Select button.	Attach an adjustment schedule to a service provider record.
Supplier Information Revisions	W1782H	Find the address book record for the suppler on the Work with Addresses from, and click Select. Select SWM from the Form menu on the Address Book Revision form. Select the information type record for the suppler on the Work With Service/Warranty Management Information form, and click the Select button.	Attach an adjustment schedule to a supplier record.
Work With Contracts	W1720A	Daily Contract Processing (G1714), Service Contract Detail.	Find a contract.

Page Name	Object Name	Navigation	Usage
Contract Revisions	W1721A	Find a contract on the Work With Contracts form, and click Select.	Activate an adjustment schedule for a contract. If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the contract. You can override the default value in the contract.
Work With Work Orders	W48201F	Daily Work Order Processing (G1712), Work Order Entry.	Find work orders.
Work Order Parts List Revisions	W17730A	Find a work order on the Work With Work Orders form, and select Parts Detail from the Row menu.	Activate an adjustment schedule for a work order, in the detail area of the form. If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the work order. You can override the default value in the work order.
Work With Case Management	W17500A	Daily Case Processing (G17132), Case Entry.	Find and select cases.
Manage Case	W90CG501J	On the Work With Case Management form, find a case and click Select.	Activate an adjustment schedule.
Billing Information	W90CG501B	On the Manage Case form, click the Billing detail link. Then select the Pricing Info tab.	Activate an adjustment schedule for a case. If you have attached an adjustment schedule to the customer, the system retrieves the adjustment as the default value in the case. You can override the default value in the case.
Work With Warranty Claims	W1777A	Daily Warranty Claim Processing (G1717), Warranty Claim Entry.	Find warranty claims.

Page Name	Object Name	Navigation	Usage
Warranty Claims Parts Detail	W17710A	Find a warranty claim on the Work With Warranty Claims form, and select Parts Detail from the Row menu.	Activate an adjustment schedule for a warranty claim in the detail area of the form. If you have attached an adjustment schedule to the service provider, the system retrieves the adjustment as the default value in the warranty claim. You can override the default value in the warranty claim.
Labor Detail Revisions	W17712A	Find a warranty claim on the Work With Warranty Claims form, and select Labor Detail from the Row menu.	Activate an adjustment schedule for a warranty claim in the detail area of the form.
Work With Supplier Recovery	W1779A	Supplier Recovery Daily Processing (G1718), Supplier Recovery Claim Entry.	Find supplier recovery claims.
Supplier Recovery Parts Detail	W17710A	Find a supplier recovery claim on the Work With Supplier Recovery Claims form, and select Parts Detail from the Row menu.	Activate an adjustment schedule for a supplier recovery claim in the detail area of the form. If you have attached an adjustment schedule to the suppler, the system retrieves the adjustment as the default value in the supplier recovery. You can override the default value in the supplier recovery.
Labor Detail Revisions	W17712A	Find a supplier recovery claim on the Work With Supplier Recovery Claims form, and select Labor Detail from the Row menu.	Activate an adjustment schedule for a supplier recovery claim in the detail area of the form.

Attaching an Adjustment Schedule to a Customer Record

Access the Customer Information Revisions form.

Complete one of the following fields to attach a schedule to a contract, work order, or case:

- Contracts
- Work Orders
- Cases

Attaching an Adjustment Schedule to a Service Provider Record

Access the Service Provider Revisions form.

Select the Adjustment Schedules tab, complete the Claims field, and click OK.

This information is used for warranty claims.

Attaching an Adjustment Schedule to a Supplier Record

Access the Suppler Information Revisions form.

Under the Adjustment Schedules region, complete the Claims field.

This information is used for supplier recovery.

Activating an Adjustment Schedule for a Contract

Access the Contract Revisions form.

Complete the following fields:

- Advance Pricing
- Adjustment Schedule

Activating an Adjustment Schedule for a Work Order

Access the Work Order Parts List Revisions form.

Complete the following fields as necessary:

- Bill Adj. Schedule

  The system retrieves this value from the SWM Customer information in Address Book.
- Pay Adj. Schedule

  The system retrieves this value from the SWM Service Provider information in Address Book.

Activating an Adjustment Schedule for a Case

Access the Billing Information form.

Click the Pricing Info tab, and complete the pricing information fields.

Note. You must enable the Bill for Cases processing option to activate adjustment schedules for cases. Use the Interactive Versions (IV) fast path to access the processing options for P90CG501 and enable the processing option on the Process tab.

Activating an Adjustment Schedule for a Warranty Claim

Access the Warranty Claims Parts Detail or Labor Detail.

Activate an adjustment schedule for a warranty claim in the detail area of the form.

Activating an Adjustment Schedule for Supplier Recovery

Access the Supplier Recovery Parts Detail or Labor Detail.

Activate an adjustment schedule for a supplier recovery claim in the detail area of the form.

Reviewing Price History

This section discusses how to review price history.

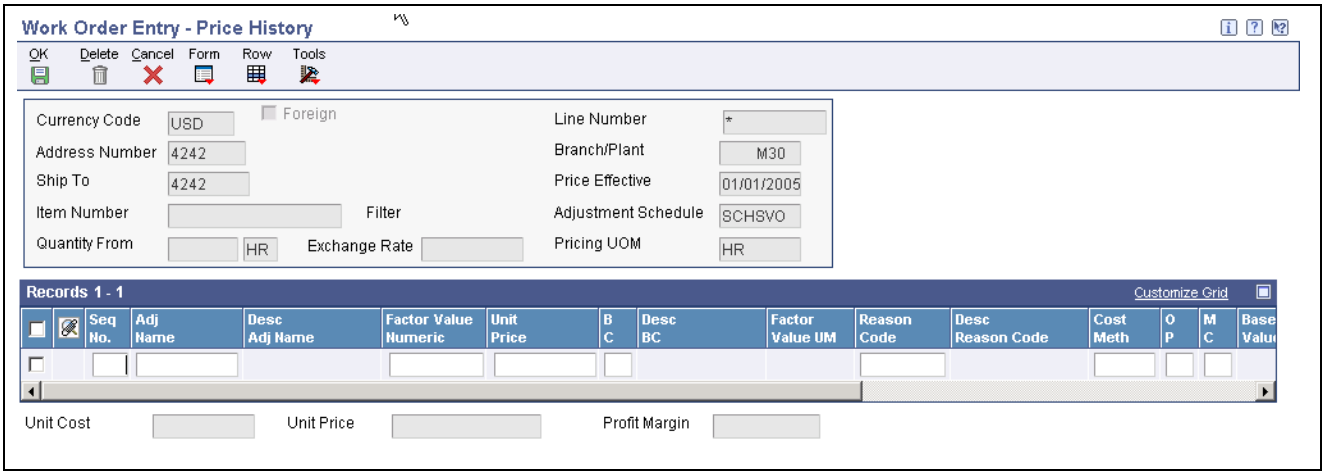
You can review the history of price adjustments and add price adjustments for contracts, work orders, warranty claims, and supplier recovery claims.

Forms Used to Review Price History

Form Name	Form ID	Navigation	Usage
Work Order Labor Details	W17732D	Daily Work Order Processing (G1712), Work Order Entry. Select a work order on the Work With Work Orders form, and select Labor Detail from the Row menu.	Access price history.
Price History	W4074C	Select a record on the Work Order Labor Details form, and select a Price History option from the Row menu.	Review price history.

Reviewing Price History

Access the Price History form.



Price History form

Review the price adjustment history. You can also add price adjustments on this form.

Note. This example shows one method to review price history for work orders. You can review contracts, warranty claims, and supplier recovery claims on their corresponding forms.

CHAPTER 10

Working with Prepayments

This chapter provides an overview of prepayment processing and discusses how to:

- Authorize prepayment transactions
- Work with prepayment transactions

Understanding Prepayment Processing

To track customer payments that are prepaid, you can use prepayment processing. Customers can prepay by using cash, check, or credit card. If a customer has already paid for a service contract or work order, the invoice reflects that the contract or work order has been prepaid.

The two types of prepayment transactions are:

Prepayment Transaction Type	Description
Two-party prepayment	Two-party prepayments are typically cash or check transactions that occur between you and your customer. When an order is prepaid with cash or a check, the system indicates the prepayment form, transaction, and total amount on the invoice.
Three-party prepayment	Three-party prepayments typically are credit card transactions that occur between you, your customer, and the credit card company. In the system, the transaction is an electronic transmission of transaction information between your bank, the credit card company, and the credit card processor.

The prepayment processing system provides an interface between PeopleSoft EnterpriseOne software applications and a seller's designated credit card processor. With the prepayment processing system, you can integrate credit card authorizations and final settlements with your business processes.

For three-party payment transactions, PeopleSoft does not provide middleware or credit card transaction processors. To complete credit card prepayment processes, you must select a credit card processor, a third-party vendor, or a middleware solution with which you can transmit information between the software, the credit card company, and your bank.

Authorizing Prepayment Transactions

This section provides an overview of prepayment-transaction authorization and discusses how to set processing options for the Work with Prepayment Processing Information program (P004201).

Understanding Prepayment-Transaction Authorization

From the Prepayment Processing menu (G1726), choose Authorize Prepayment Transactions.

When you enter a prepayment on a work order or contract, you capture the customer's credit card transaction information and transmit the order amount through your middleware solution-- a credit card processor. The processor then checks the cardholder's accounts for available funds and places a hold equivalent to the prepayment amount on the customer's credit line. The credit card processor and then returns the authorization code to you.

When you run the transaction authorization program, the system reads over the transaction table and groups into a batch of all of the prepayment transactions that are at Ready to Authorize status. The system assigns each batch a number, and each transaction within the batch has the Batch Number field on the Prepayment Transaction table. If the authorization is successful, the system updates the status of the transactions in the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Authorized status. Settled transactions are not eligible for changes and updates.

Setting Processing Options for Work with Prepayment Processing Information (P004201)

These processing options supply the default values for the Work with Prepayment Processing Information program.

Defaults

This processing option specifies the override code for the next status.

1. Authorized Lines Specify the override code for the next status. Enter a value from UDC 40/AT, indicating the next step in the order flow of the line type.

Holds

This processing option specifies the hold authorization.

1. Authorization Hold for Prepayment Processing Specify the reason that an order is on hold. Enter a value from UDC 42/HC.

Working with Prepayment Transactions

This section provides overviews of prepayment transactions, settlement of prepayment transactions, the process of running the A/R Draft Collection for Prepayments program, the process of reviewing prepayment journal entries, and the process of running the Prepayment Transaction report, and discusses how to:

- Work with prepayment transactions.
- Set processing options for the A/R Draft Collection program (R03B680).
- Set processing options for the Prepayment Transaction report (R004203).

Understanding Prepayment Transactions

After you enter a prepayment for a contract or work order, you can access the Prepayment Transaction Revisions program to enter check number or credit card information. The system retrieves the order amount, plus the calculated taxes as the prepayment amount. When you enter prepayment information, the system creates a record in the Prepayment Transaction Table (F004201).

You can review prepayment status for a particular customer or status.

Understanding Settlement of Prepayment Transactions

From the Prepayment Processing menu (G1726), choose Settle Prepayment Transactions.

Final settlement occurs between you and the credit card company by way of your selected middleware software solution. At this time, you transmit all authorized transactions to the credit card processor who is requesting funds.

For contracts, the transaction can be moved to settled status when the authorization is received. For work orders, the transaction can be moved to settled status when the approval is received.

When you run the transaction settlement program, the system reads over the transaction table and groups into a batch all of the prepayment transactions that are at Ready to Settle status. The system assigns a number to each batch, and each transaction within the batch has the Batch Number field on the Prepayment Transaction Table (F004201).

When the batch is settled, the system updates the Batch Header record and the individual prepayment transaction records to Settled status. Settled transactions are not eligible for changes and updates. You can set up your processing options to purge all settled transactions from the Prepayment Transaction History table.

Understanding the Process of Running the A/R Draft Collection for Prepayments Program

From the Prepayment Processing menu (G1726), choose A/R Draft Collection for Prepayments.

After the settlement process occurs successfully, you can generate drafts for receivables from the credit card company's bank.

Your bank collects the funds for the draft from the credit card company's bank on the due date of the draft. On or after the due date, both you and the credit card company recognize the transfer of cash. You update the status of the draft in your records to show that it has been collected.

Some companies prefer to close the draft on the settlement date while others wait until the payment appears on the bank statement. Depending on your company policy, use the A/R Draft Collection for Prepayments to do one of the following:

- Run Status Update with Journal Entries on the draft due dates to create journal entries.
- Run Status Update without Journal Entries on the draft due dates, using a pay status code of something other than P (paid).

  After you verify that payments have been collected, run Status Update with Journal Entries.

Additionally, the credit card company might assess fees for authorizations. You account for all fees by creating a separate journal entry in the Journal Entries program (P0911).

You can run the batch process in either proof or final mode:

Mode	Description
Proof mode	In proof mode, the system: • Selects drafts with a remitted to bank status, that is, drafts that have been remitted but not yet collected. • Prints a report that shows the drafts to be updated. It shows all drafts that have a payment status of G (drafts deposited not due) with a due date that you specify in a processing option.
Final mode	In final mode, the system works in the same way as proof mode except that it also: • Changes the pay status of drafts to P (paid) or to another value that you choose. • Closes your drafts and creates a journal entry to debit a cash account and credit drafts remitted. • Clears the account of drafts that were created with a contingent liability.

The process updates records in the Accounts Receivable Ledger (F03B11), Receipts Register, and Receipts Application Detail tables; and creates records in the Receipts Application Detail table.

Understanding the Process of Reviewing Prepayment Journal Entries

From the Prepayment Processing menu (G1726), choose Journal Entries.

After you create the final prepayment journal entries, you complete the overall billing process by reviewing, approving, and posting the journal entries.

The journal review and post programs are the same programs that you use in the General Accounting system.

Understanding the Process of Running the Prepayment Transaction Report

From the Prepayment Processing menu (G1726), choose Prepayment Transaction Report.

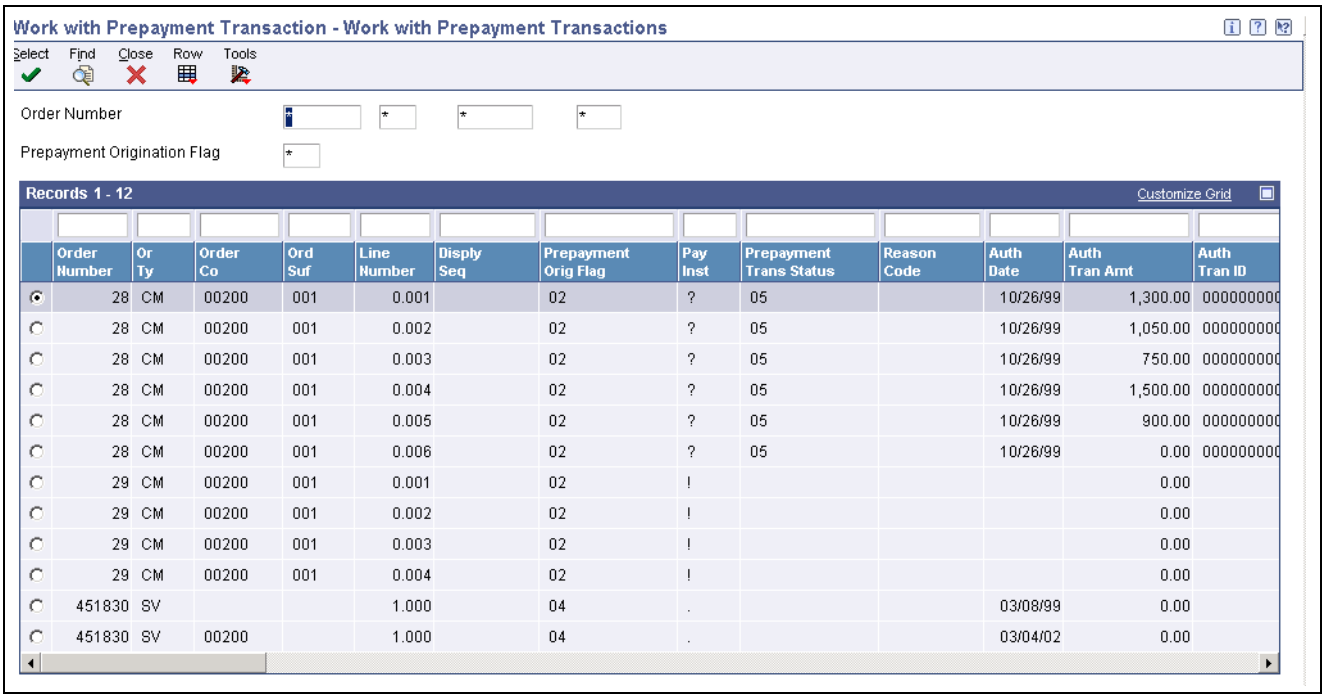
When you run the Prepayment Transaction Report, you can determine the statuses of your transactions. Based on your data selection, you can view prepayments that are authorized but not settled, or transactions that are in error.

Forms Used to Work With Prepayment Transactions

Form Name	Form ID	Navigation	Usage
Work with Prepayment Transactions	W004201A	Prepayment Processing (G1726), Work with Prepayment Transaction.	Locate prepayment transactions.
Prepayment Transaction Revisions	W004201E	Select a transaction on the Work with Prepayment Transactions form, and select Revisions from the Row menu.	Review or revise prepayment transactions.

Working With Prepayment Transactions

Access the Work with Prepayment Transactions form.



Work with Prepayment Transactions form

Or Ty

Enter a value from UDC 00/DT that identifies the type of document. This code also indicates the origin of the transaction. PeopleSoft has reserved document type codes for vouchers, invoices, receipts, and time sheets, which create automatic offset entries during the post program. (These entries are not self-balancing when you originally enter them.)

The following document types are defined by PeopleSoft and should not be changed:

P: Accounts Payable documents

R: Accounts Receivable documents

T: Payroll documents

I: Inventory documents

O: Purchase Order Processing documents

L: General Accounting/Joint Interest Billing documents

S: Sales Order Processing documents

Ord Suf In the A/R and A/P systems, this code corresponds to the pay item. In the Sales Order and Procurement systems, this code identifies multiple transactions for an original order.

For purchase orders, the code is always 000.

For sales orders with multiple partial receipts against an order, the first receiver used to record receipt has a suffix of 000, the next has a suffix of 001, the next 002, and so on.

Program ID Enter the number that identifies the batch or interactive program (batch or interactive object). For example, the number of the Sales Order Entry interactive program is P4210, and the number of the Print Invoices batch process report is R42565.

The program ID is a variable length value. It is assigned according to a structured syntax in the form TSSXXX, where:

- *T:*The first character of the number is alphabetic and identifies the type, such as P for Program, R for Report, and so on. For example, the value P in the number P4210 indicates that the object is a program.
- *SS:* The second and third characters of the number are numeric and identify the system code. For example, the value 42 in the number P4210 indicates that this program belongs to system 42, which is the Sales Order Processing system.
- *XXX:* The remaining characters of the number are numeric and identify a unique program or report. For example, the value *10* in the number P4210 indicates that this is the Sales Order Entry program.

Prepayment Trans Status On Prepayment Transaction Revisions, you can manually update the status of the prepayment transaction.

Setting Processing Options for Settle Prepayment Transactions (R004202)

Use these processing options to supply the default values for the Settle Prepayment Transactions program.

Defaults

This processing option specifies the override code for the next status.

1. Settled Lines Specify the override code for the next status. Enter a value from UDC 40/AT, indicating the next step in the order flow of the line type.

Holds

This processing option specifies the hold authorization.

1. Settlement Hold for Prepayment Processing Specify the reason that an order is on hold. Enter a value from UDC 42/HC.

Setting Processing Options for A/R Draft Collection (R03B680)

Use these processing options to supply the default values for the A/R Draft Collection program.

Proof/Final

This processing option specifies the default value for the final mode.

1. Final Mode Specify whether to process drafts for collection in proof or final mode.

In proof mode, the system generates a report of the drafts that are eligible for collection.

In final mode, the system generates a report, changes the payment status of the draft from*G* (draft deposited not due) to *P* (paid in full), and creates journal entries. Values are:

Blank: Proof mode

1: Final mode

As Of Date

This processing option specifies the default value for the date.

1. As Of Date Specify the date for the system to use to process drafts for collection. The system selects all drafts with a due date on or before the date specified that are eligible for collection. If you leave this processing option blank, the system uses the system date.

G/L Date

These processing options specify the default values for G/L processing.

1. Journal Entry G/L Date Specify the G/L date for the system to assign to the journal entry it generates for collected drafts. If you leave this processing option blank, the system assigns the system date.

2. G/L Date From Bank Account Float Day Specify whether to add the float days specified for the G/L bank account in the Bank Transit Master table (F0030) to the draft due date used as the G/L date on the journal entry that the system generates for draft collection. Values are:

Blank: Use the date from the previous processing option.

1: Add the number of float days specified for the G/L bank account to the due date.

Note. The system generates a separate journal entry for each G/L date that the system calculates.

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3. G/L Date from Float Day Entered Specify whether to use a different number of float days to add to the due date used as the G/L date, instead of the days specified for the bank account in the Bank Transit Master table (F0030). Values are:

Blank: Do not specify float days. Use one of the previous processing options to determine the G/L date.

1: Use the float days specified in the next processing option to determine the G/L date and to select draft records. If you do not specify the float days in

the next processing option, the system uses one of the previous processing options or the system date.

4. Number of Float Days Specify the number of float days for the system to add to the due date used as the G/L date on the journal entry that the system generates for draft collection. You must specify a value in this processing option if you specified *1* in the previous processing option.

5. Payment Instrument Specify the payment instrument for the system to use to select draft records. Use this processing option only if you specified *1* in processing option 3 (G/L Date from Float Day Entered). Otherwise, the system does not select draft records by payment instrument. You are not required to complete this processing option.

Pay Status

These processing options specify the default values for the payment status.

1. Pay Status Code Specify the payment status code for the system to assign to collected drafts. The code that you specify must be set up in the Payment Status Codes UDC (00/PS). If you leave this processing option blank, the system assigns the payment status code *P* (Paid in Full).

Note. This processing option works in conjunction with the Close Draft processing option. If you choose to update the pay status to *P* but do not close the draft, the system considers the draft open and:

o Does not create Receipts Detail records (F03B14) for the R1 draft invoice records.

o Does not update the pay status of the R1 draft records to *P*. It updates the pay status to *A*.

o Creates an empty batch header record for batch type DB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

---

2. Close Draft Specify whether to remove the open amount from the R1 draft invoice record (F03B11) if one exists. Values are:

Blank: Remove the open amount from the R1 invoice draft records.

1: Do not remove the open amount.

Note. This processing option works in conjunction with the Pay Status Code processing option. If you choose to update the pay status to *P* but do not close the draft, the system considers the draft open and:

Does not create Receipts Detail records (F03B14) for the R1 draft records.

Does not update the pay status of the R1 draft records to *P*. It updates the pay status to *A*.

Creates an empty batch header record for batch type RB. You can either post the empty batch header record or run the Batch to Detail integrity report (R007031) to delete it.

Exchange Rate

This processing option specifies the default value for the exchange rate.

1. Exchange Rate Override Specify the exchange rate to use for drafts that pay foreign invoices. The system applies the exchange rate that you specify to all drafts regardless of the invoice currency. If you leave this processing option blank, the system locates the exchange rate from the Currency Exchange Rates table (F0015).

Note. This processing option is applicable only to drafts remitted without contingent liability.

Setting Processing Options for Prepayment Transaction Report (R004203)

Use this processing option to supply the default value for the Prepayment Transaction Report program.

Purge

This processing option specifies the default value for the purge program.

1. Purge Prepayment Transactions Specify whether the system purges prepayment transactions. Values are:

Blank: Do not purge prepayment transactions.

1: Purge settled prepayment transactions.

CHAPTER 11

Understanding Vertex Sales Tax Q Series

This chapter provides an overview of Vertex Sales Tax Q Series.

Vertex Sales Tax Q Series

To apply sales taxes automatically, you can use the Vertex Sales Tax Q Series system with the following PeopleSoft EnterpriseOne systems:

- General Accounting
- Accounts Receivable
- Accounts Payable
- Sales Order Management
- Procurement
- Service Management
- Contract Billing
- Service Billing

Important! If you are using the Payroll system, you are required to use the Quantum for Payroll Tax system.

See *PeopleSoft EnterpriseOne Human Capital Management Application Fundamentals 8.11 PeopleBook*, "Setting Up Tax Information".

See Also

PeopleSoft EnterpriseOne Tax Processing 8.11 PeopleBook, "Setting Up the Interface to Vertex Sales Tax Q Series"

APPENDIX A

Delivered Workflow for PeopleSoft EnterpriseOne Service Management

This appendix discusses the delivered workflow for PeopleSoft EnterpriseOne Service Management.

See Also

EnterpriseOne Tools 8.94 PeopleBook: Workflow Tools

Delivered Workflow for PeopleSoft EnterpriseOne Service Management

This section discusses the PeopleSoft EnterpriseOne Service Management workflow.

Work Order Activity Rules

This section discusses the Work Order Activity Rules workflow.

Description

Workflow Description	The system sends approval messages for status changes based on the approval type, work order type, and estimated amount.
Workflow Trigger	Changing the estimated amount or status on a work order.
Workflow Action	The system sends an approval message to a user-defined distribution list. The status is not changed until the change has been approved.

Workflow Objects

System	17
Workflow Object Name	WOACTRULES
Object IDs	W90CD002B, N4800350
Event Description / Function Names	Save Changes, Call Work Order Work Flow
Sequence / Line Numbers	235, 109

Glossary of PeopleSoft Terms

activity A scheduling entity in PeopleSoft EnterpriseOne Form Design Aid that represents a designated amount of time on a calendar.

activity rule The criteria by which an object progresses from one given point to the next in a flow.

add mode A condition of a form that enables users to input data.

Advanced Planning Agent (APAg) A PeopleSoft EnterpriseOne tool that can be used to extract, transform, and load enterprise data. APAg supports access to data sources in the form of rational databases, flat file format, and other data or message encoding, such as XML.

application server A server in a local area network that contains applications shared by network clients.

as if processing A process that enables you to view currency amounts as if they were entered in a currency different from the domestic and foreign currency of the transaction.

alternate currency A currency that is different from the domestic currency (when dealing with a domestic-only transaction) or the domestic and foreign currency of a transaction.

In PeopleSoft EnterpriseOne Financial Management, alternate currency processing enables you to enter receipts and payments in a currency other than the one in which they were issued.

as of processing A process that is run as of a specific point in time to summarize transactions up to that date. For example, you can run various PeopleSoft EnterpriseOne reports as of a specific date to determine balances and amounts of accounts, units, and so on as of that date.

back-to-back process A process in PeopleSoft EnterpriseOne Workflow Management that contains the same keys that are used in another process.

batch processing A process of transferring records from a third-party system to PeopleSoft EnterpriseOne.

In PeopleSoft EnterpriseOne Financial Management, batch processing enables you to transfer invoices and vouchers that are entered in a system other than EnterpriseOne to PeopleSoft EnterpriseOne Accounts Receivable and PeopleSoft EnterpriseOne Accounts Payable, respectively. In addition, you can transfer address book information, including customer and supplier records, to PeopleSoft EnterpriseOne.

batch server A server that is designated for running batch processing requests. A batch server typically does not contain a database nor does it run interactive applications.

batch-of-one immediate A transaction method that enables a client application to perform work on a client workstation, then submit the work all at once to a server application for further processing. As a batch process is running on the server, the client application can continue performing other tasks.

See also direct connect and store-and-forward.

business function A named set of user-created, reusable business rules and logs that can be called through event rules. Business functions can run a transaction or a subset of a transaction (check inventory, issue work orders, and so on). Business functions also contain the application programming interfaces (APIs) that enable them to be called from a form, a database trigger, or a non-EnterpriseOne application. Business functions can be combined with other business functions, forms, event rules, and other components to make up an application. Business functions can be created through

	event rules or third-generation languages, such as C. Examples of business functions include Credit Check and Item Availability.
business function event rule	See named event rule (NER).
business view	A means for selecting specific columns from one or more PeopleSoft EnterpriseOne tables whose data is used in an application or report. A business view does not select specific rows, nor does it contain any actual data. It is strictly a view through which you can manipulate data.
central objects merge	A process that blends a customer's modifications to the objects in a current release with objects in a new release.
central server	A server that has been designated to contain the originally installed version of the software (central objects) for deployment to client computers. In a typical PeopleSoft EnterpriseOne installation, the software is loaded on to one machine—the central server. Then, copies of the software are pushed out or downloaded to various workstations attached to it. That way, if the software is altered or corrupted through its use on workstations, an original set of objects (central objects) is always available on the central server.
charts	Tables of information in PeopleSoft EnterpriseOne that appear on forms in the software.
connector	Component-based interoperability model that enables third-party applications and PeopleSoft EnterpriseOne to share logic and data. The PeopleSoft EnterpriseOne connector architecture includes Java and COM connectors.
contra/clearing account	A general ledger account in PeopleSoft EnterpriseOne Financial Management that is used by the system to offset (balance) journal entries. For example, you can use a contra/clearing account to balance the entries created by allocations in PeopleSoft EnterpriseOne General Accounting.
Control Table Workbench	An application that, during the installation Workbench processing, runs the batch applications for the planned merges that update the data dictionary, user-defined codes, menus, and user override tables.
control tables merge	A process that blends a customer's modifications to the control tables with the data that accompanies a new release.
cost assignment	The process in PeopleSoft EnterpriseOne Advanced Cost Accounting of tracing or allocating resources to activities or cost objects.
cost component	In PeopleSoft EnterpriseOne Manufacturing Management, an element of an item's cost (for example, material, labor, or overhead).
cross segment edit	A logic statement that establishes the relationship between configured item segments. Cross segment edits are used to prevent ordering of configurations that cannot be produced.
currency restatement	The process of converting amounts from one currency into another currency, generally for reporting purposes. You can use the currency restatement process, for example, when many currencies must be restated into a single currency for consolidated reporting.
database server	A server in a local area network that maintains a database and performs searches for client computers.
Data Source Workbench	An application that, during the Installation Workbench process, copies all data sources that are defined in the installation plan from the Data Source Master and Table and Data Source Sizing tables in the Planner data source to the System-release number data source. It also updates the Data Source Plan detail record to reflect completion.

date pattern A calendar that represents the beginning date for the fiscal year and the ending date for each period in that year in standard and 52-period accounting.

denominated-in currency The company currency in which financial reports are based.

deployment server A server that is used to install, maintain, and distribute software to one or more enterprise servers and client workstations.

detail information Information that relates to individual lines in PeopleSoft EnterpriseOne transactions (for example, voucher pay items and sales order detail lines).

direct connect A transaction method in which a client application communicates interactively and directly with a server application.

See also batch-of-one immediate and store-and-forward.

Do Not Translate (DNT) A type of data source that must exist on the iSeries because of BLOB restrictions.

dual pricing The process of providing prices for goods and services in two currencies.

edit code A code that indicates how a specific value for a report or a form should appear or be formatted. The default edit codes that pertain to reporting require particular attention because they account for a substantial amount of information.

edit mode A condition of a form that enables users to change data.

edit rule A method used for formatting and validating user entries against a predefined rule or set of rules.

Electronic Data Interchange (EDI) An interoperability model that enables paperless computer-to-computer exchange of business transactions between PeopleSoft EnterpriseOne and third-party systems. Companies that use EDI must have translator software to convert data from the EDI standard format to the formats of their computer systems.

embedded event rule An event rule that is specific to a particular table or application. Examples include form-to-form calls, hiding a field based on a processing option value, and calling a business function. Contrast with the business function event rule.

Employee Work Center A central location for sending and receiving all PeopleSoft EnterpriseOne messages (system and user generated), regardless of the originating application or user. Each user has a mailbox that contains workflow and other messages, including Active Messages.

enterprise server A server that contains the database and the logic for PeopleSoft EnterpriseOne or PeopleSoft World.

EnterpriseOne object A reusable piece of code that is used to build applications. Object types include tables, forms, business functions, data dictionary items, batch processes, business views, event rules, versions, data structures, and media objects.

EnterpriseOne process A software process that enables PeopleSoft EnterpriseOne clients and servers to handle processing requests and run transactions. A client runs one process, and servers can have multiple instances of a process. PeopleSoft EnterpriseOne processes can also be dedicated to specific tasks (for example, workflow messages and data replication) to ensure that critical processes don't have to wait if the server is particularly busy.

Environment Workbench An application that, during the Installation Workbench process, copies the environment information and Object Configuration Manager tables for each environment from the Planner data source to the System-release number data source. It also updates the Environment Plan detail record to reflect completion.

escalation monitor A batch process that monitors pending requests or activities and restarts or forwards them to the next step or user after they have been inactive for a specified amount of time.

event rule A logic statement that instructs the system to perform one or more operations based on an activity that can occur in a specific application, such as entering a form or exiting a field.

facility An entity within a business for which you want to track costs. For example, a facility might be a warehouse location, job, project, work center, or branch/plant. A facility is sometimes referred to as a *business unit* .

fast path A command prompt that enables the user to move quickly among menus and applications by using specific commands.

file server A server that stores files to be accessed by other computers on the network. Unlike a disk server, which appears to the user as a remote disk drive, a file server is a sophisticated device that not only stores files, but also manages them and maintains order as network user request files and make changes to these files.

final mode The report processing mode of a processing mode of a program that updates or creates data records.

FTP server A server that responds to requests for files via file transfer protocol.

header information Information at the beginning of a table or form. Header information is used to identify or provide control information for the group of records that follows.

interface table See Z tables.

integration server A server that facilitates interaction between diverse operating systems and applications across internal and external networked computer systems.

integrity test A process used to supplement a company's internal balancing procedures by locating and reporting balancing problems and data inconsistencies.

interoperability model A method for third-party systems to connect to or access PeopleSoft EnterpriseOne.

in-your-face-error In PeopleSoft EnterpriseOne, a form-level property which, when enabled, causes the text of application errors to appear on the form.

IServer service Developed by PeopleSoft, this internet server service resides on the web server and is used to speed up delivery of the Java class files from the database to the client.

jargon An alternative data dictionary item description that PeopleSoft EnterpriseOne or People World displays based on the product code of the current object.

Java application server A component-based server that resides in the middle-tier of a server-centric architecture. This server provides middleware services for security and state maintenance, along with data access and persistence.

JDBNET A database driver that enables heterogeneous servers to access each other's data.

JDEBASE Database Middleware A PeopleSoft proprietary database middleware package that provides platform-independent APIs, along with client-to-server access.

JDECallObject An API used by business functions to invoke other business functions.

jde.ini A PeopleSoft file (or member for iSeries) that provides the runtime settings required for EnterpriseOne initialization. Specific versions of the file or member must reside on every machine running PeopleSoft EnterpriseOne. This includes workstations and servers.

JDEIPC Communications programming tools used by server code to regulate access to the same data in multiprocess environments, communicate and coordinate between processes, and create new processes.

jde.log The main diagnostic log file of PeopleSoft EnterpriseOne. This file is always located in the root directory on the primary drive and contains status and error messages from the startup and operation of PeopleSoft EnterpriseOne.

JDENET PeopleSoft proprietary communications middleware package. This package is a peer-to-peer, message-based, socket-based, multiprocess communications middleware solution. It handles client-to-server and server-to-server communications for all PeopleSoft EnterpriseOne supported platforms.

Location Workbench An application that, during the Installation Workbench process, copies all locations that are defined in the installation plan from the Location Master table in the Planner data source to the System data source.

logic server A server in a distributed network that provides the business logic for an application program. In a typical configuration, pristine objects are replicated on to the logic server from the central server. The logic server, in conjunction with workstations, actually performs the processing required when PeopleSoft EnterpriseOne and World software runs.

MailMerge Workbench An application that merges Microsoft Word 6.0 (or higher) word-processing documents with PeopleSoft EnterpriseOne records to automatically print business documents. You can use MailMerge Workbench to print documents, such as form letters about verification of employment.

master business function (MBF) An interactive master file that serves as a central location for adding, changing, and updating information in a database. Master business functions pass information between data entry forms and the appropriate tables. These master functions provide a common set of functions that contain all of the necessary default and editing rules for related programs. MBFs contain logic that ensures the integrity of adding, updating, and deleting information from databases.

master table See published table.

matching document A document associated with an original document to complete or change a transaction. For example, in PeopleSoft EnterpriseOne Financial Management, a receipt is the matching document of an invoice, and a payment is the matching document of a voucher.

media storage object Files that use one of the following naming conventions that are not organized into table format: Gxxx, xxxGT, or GTxxx.

message center A central location for sending and receiving all PeopleSoft EnterpriseOne messages (system and user generated), regardless of the originating application or user.

messaging adapter An interoperability model that enables third-party systems to connect to PeopleSoft EnterpriseOne to exchange information through the use of messaging queues.

messaging server A server that handles messages that are sent for use by other programs using a messaging API. Messaging servers typically employ a middleware program to perform their functions.

named event rule (NER) Encapsulated, reusable business logic created using event rules, rather that C programming. NERs are also called business function event rules. NERs can be reused in multiple places by multiple programs. This modularity lends itself to streamlining, reusability of code, and less work.

nota fiscal In Brazil, a legal document that must accompany all commercial transactions for tax purposes and that must contain information required by tax regulations.

nota fiscal factura In Brazil, a nota fiscal with invoice information.

See also *nota fiscal.*

Object Configuration Manager (OCM) In PeopleSoft EnterpriseOne, the object request broker and control center for the runtime environment. OCM keeps track of the runtime locations for business functions, data, and batch applications. When one of these objects is called, OCM directs access to it using defaults and overrides for a given environment and user.

Object Librarian A repository of all versions, applications, and business functions reusable in building applications. Object Librarian provides check-out and check-in capabilities for developers, and it controls the creation, modification, and use of PeopleSoft EnterpriseOne objects. Object Librarian supports multiple environments (such as production and development) and enables objects to be easily moved from one environment to another.

Object Librarian merge A process that blends any modifications to the Object Librarian in a previous release into the Object Librarian in a new release.

Open Data Access (ODA) An interoperability model that enables you to use SQL statements to extract PeopleSoft EnterpriseOne data for summarization and report generation.

Output Stream Access (OSA) An interoperability model that enables you to set up an interface for PeopleSoft EnterpriseOne to pass data to another software package, such as Microsoft Excel, for processing.

package EnterpriseOne objects are installed to workstations in packages from the deployment server. A package can be compared to a bill of material or kit that indicates the necessary objects for that workstation and where on the deployment server the installation program can find them. It is point-in-time snap shot of the central objects on the deployment server.

package build A software application that facilitates the deployment of software changes and new applications to existing users. Additionally, in PeopleSoft EnterpriseOne, a package build can be a compiled version of the software. When you upgrade your version of the ERP software, for example, you are said to take a package build.

Consider the following context: “Also, do not transfer business functions into the production path code until you are ready to deploy, because a global build of business functions done during a package build will automatically include the new functions.” The process of creating a package build is often referred to, as it is in this example, simply as “a package build.”

package location The directory structure location for the package and its set of replicated objects. This is usually \\deployment server\release\path_code\package\package name. The subdirectories under this path are where the replicated objects for the package are placed. This is also referred to as where the package is built or stored.

Package Workbench An application that, during the Installation Workbench process, transfers the package information tables from the Planner data source to the System-release number data source. It also updates the Package Plan detail record to reflect completion.

PeopleSoft Database See JDEBASE Database Middleware.

planning family A means of grouping end items whose similarity of design and manufacture facilitates being planned in aggregate.

preference profile The ability to define default values for specified fields for a user-defined hierarchy of items, item groups, customers, and customer groups.

print server The interface between a printer and a network that enables network clients to connect to the printer and send their print jobs to it. A print server can be a computer, separate hardware device, or even hardware that resides inside of the printer itself.

pristine environment A PeopleSoft EnterpriseOne environment used to test unaltered objects with PeopleSoft demonstration data or for training classes. You must have this environment so that you can compare pristine objects that you modify.

processing option A data structure that enables users to supply parameters that regulate the running of a batch program or report. For example, you can use processing options to specify default values for certain fields, to determine how information appears or is printed, to specify date ranges, to supply runtime values that regulate program execution, and so on.

production environment A PeopleSoft EnterpriseOne environment in which users operate EnterpriseOne software.

production-grade file server A file server that has been quality assurance tested and commercialized and that is usually provided in conjunction with user support services.

program temporary fix (PTF) A representation of changes to PeopleSoft software that your organization receives on magnetic tapes or disks.

project In PeopleSoft EnterpriseOne, a virtual container for objects being developed in Object Management Workbench.

promotion path The designated path for advancing objects or projects in a workflow. The following is the normal promotion cycle (path):

11>21>26>28>38>01

In this path, *11* equals new project pending review, *21* equals programming, *26* equals QA test/review, *28* equals QA test/review complete, *38* equals in production, *01* equals complete. During the normal project promotion cycle, developers check objects out of and into the development path code and then promote them to the prototype path code. The objects are then moved to the productions path code before declaring them complete.

proxy server A server that acts as a barrier between a workstation and the internet so that the enterprise can ensure security, administrative control, and caching service.

published table Also called a master table, this is the central copy to be replicated to other machines. Residing on the publisher machine, the F98DRPUB table identifies all of the published tables and their associated publishers in the enterprise.

publisher The server that is responsible for the published table. The F98DRPUB table identifies all of the published tables and their associated publishers in the enterprise.

pull replication One of the PeopleSoft methods for replicating data to individual workstations. Such machines are set up as pull subscribers using PeopleSoft EnterpriseOne data replication tools. The only time that pull subscribers are notified of changes, updates, and deletions is when they request such information. The request is in the form of a message that is sent, usually at startup, from the pull subscriber to the server machine that stores the F98DRPCN table.

QBE An abbreviation for query by example. In PeopleSoft EnterpriseOne, the QBE line is the top line on a detail area that is used for filtering data.

real-time event A service that uses system calls to capture PeopleSoft EnterpriseOne transactions as they occur and to provide notification to third-party software, end users, and other PeopleSoft systems that have requested notification when certain transactions occur.

refresh A function used to modify PeopleSoft EnterpriseOne software, or subset of it, such as a table or business data, so that it functions at a new release or cumulative update level, such as B73.2 or B73.2.1.

replication server A server that is responsible for replicating central objects to client machines.

quote order In PeopleSoft EnterpriseOne Procurement and Subcontract Management, a request from a supplier for item and price information from which you can create a purchase order.

	In PeopleSoft EnterpriseOne Sales Order Management, item and price information for a customer who has not yet committed to a sales order.
selection	Found on PeopleSoft menus, a selection represents functions that you can access from a menu. To make a selection, type the associated number in the Selection field and press Enter.
Server Workbench	An application that, during the Installation Workbench process, copies the server configuration files from the Planner data source to the System-release number data source. It also updates the Server Plan detail record to reflect completion.
spot rate	An exchange rate entered at the transaction level. This rate overrides the exchange rate that is set up between two currencies.
Specification merge	A merge that comprises three merges: Object Librarian merge, Versions List merge, and Central Objects merge. The merges blend customer modifications with data that accompanies a new release.
specification	A complete description of a PeopleSoft EnterpriseOne object. Each object has its own specification, or name, which is used to build applications.
Specification Table Merge Workbench	An application that, during the Installation Workbench process, runs the batch applications that update the specification tables.
store-and-forward	The mode of processing that enables users who are disconnected from a server to enter transactions and then later connect to the server to upload those transactions.
subscriber table	Table F98DRSUB, which is stored on the publisher server with the F98DRPUB table and identifies all of the subscriber machines for each published table.
supplemental data	Any type of information that is not maintained in a master file. Supplemental data is usually additional information about employees, applicants, requisitions, and jobs (such as an employee's job skills, degrees, or foreign languages spoken). You can track virtually any type of information that your organization needs. For example, in addition to the data in the standard master tables (the Address Book Master, Customer Master, and Supplier Master tables), you can maintain other kinds of data in separate, generic databases. These generic databases enable a standard approach to entering and maintaining supplemental data across PeopleSoft EnterpiseOne systems.
table access management (TAM)	The PeopleSoft EnterpriseOne component that handles the storage and retrieval of use-defined data. TAM stores information, such as data dictionary definitions; application and report specifications; event rules; table definitions; business function input parameters and library information; and data structure definitions for running applications, reports, and business functions.
Table Conversion Workbench	An interoperability model that enables the exchange of information between PeopleSoft EnterpriseOne and third-party systems using non-PeopleSoft EnterpriseOne tables.
table conversion	An interoperability model that enables the exchange of information between PeopleSoft EnterpriseOne and third-party systems using non-PeopleSoft EnterpriseOne tables.
table event rules	Logic that is attached to database triggers that runs whenever the action specified by the trigger occurs against the table. Although PeopleSoft EnterpriseOne enables event rules to be attached to application events, this functionality is application specific. Table event rules provide embedded logic at the table level.
terminal server	A server that enables terminals, microcomputers, and other devices to connect to a network or host computer or to devices attached to that particular computer.

three-tier processing The task of entering, reviewing and approving, and posting batches of transactions in PeopleSoft EnterpriseOne.

three-way voucher match In PeopleSoft EnterpriseOne Procurement and Subcontract Management, the process of comparing receipt information to supplier's invoices to create vouchers. In a three-way match, you use the receipt records to create vouchers.

transaction processing (TP) monitor A monitor that controls data transfer between local and remote terminals and the applications that originated them. TP monitors also protect data integrity in the distributed environment and may include programs that validate data and format terminal screens.

transaction set An electronic business transaction (electronic data interchange standard document) made up of segments.

trigger One of several events specific to data dictionary items. You can attach logic to a data dictionary item that the system processes automatically when the event occurs.

triggering event A specific workflow event that requires special action or has defined consequences or resulting actions.

two-way voucher match In PeopleSoft EnterpriseOne Procurement and Subcontract Management, the process of comparing purchase order detail lines to the suppliers' invoices to create vouchers. You do not record receipt information.

User Overrides merge Adds new user override records into a customer's user override table.

variance In Capital Asset Management, the difference between revenue generated by a piece of equipment and costs incurred by the equipment.

In EnterpriseOne Project Costing and EnterpriseOne Manufacturing Management, the difference between two methods of costing the same item (for example, the difference between the frozen standard cost and the current cost is an engineering variance). Frozen standard costs come from the Cost Components table, and the current costs are calculated using the current bill of material, routing, and overhead rates.

Version List merge The Versions List merge preserves any non-XJDE and non-ZJDE version specifications for objects that are valid in the new release, as well as their processing options data.

visual assist Forms that can be invoked from a control via a trigger to assist the user in determining what data belongs in the control.

vocabulary override An alternate description for a data dictionary item that appears on a specific PeopleSoft EnterpriseOne or World form or report.

wchar_t An internal type of a wide character. It is used for writing portable programs for international markets.

web application server A web server that enables web applications to exchange data with the back-end systems and databases used in eBusiness transactions.

web server A server that sends information as requested by a browser, using the TCP/IP set of protocols. A web server can do more than just coordination of requests from browsers; it can do anything a normal server can do, such as house applications or data. Any computer can be turned into a web server by installing server software and connecting the machine to the internet.

Windows terminal server A multiuser server that enables terminals and minimally configured computers to display Windows applications even if they are not capable of running Windows software themselves. All client processing is performed centrally at the Windows terminal server and only display, keystroke, and mouse commands are transmitted over the network to the client terminal device.

work day calendar In EnterpriseOne Manufacturing Management, a calendar that is used in planning functions that consecutively lists only working days so that component and work order scheduling can be done based on the actual number of work days available. A work day calendar is sometimes referred to as planning calendar, manufacturing calendar, or shop floor calendar.

workflow The automation of a business process, in whole or in part, during which documents, information, or tasks are passed from one participant to another for action, according to a set of procedural rules.

workgroup server A server that usually contains subsets of data replicated from a master network server. A workgroup server does not perform application or batch processing.

XAPI events A service that uses system calls to capture PeopleSoft EnterpriseOne transactions as they occur and then calls third-party software, end users, and other PeopleSoft systems that have requested notification when the specified transactions occur to return a response.

XML CallObject An interoperability capability that enables you to call business functions.

XML Dispatch An interoperability capability that provides a single point of entry for all XML documents coming into PeopleSoft EnterpriseOne for responses.

XML List An interoperability capability that enables you to request and receive PeopleSoft EnterpriseOne database information in chunks.

XML Service An interoperability capability that enables you to request events from one PeopleSoft EnterpriseOne system and receive a response from another PeopleSoft EnterpriseOne system.

XML Transaction An interoperability capability that enables you to use a predefined transaction type to send information to or request information from PeopleSoft EnterpriseOne. XML transaction uses interface table functionality.

XML Transaction Service (XTS) Transforms an XML document that is not in the PeopleSoft EnterpriseOne format into an XML document that can be processed by PeopleSoft EnterpriseOne. XTS then transforms the response back to the request originator XML format.

Z event A service that uses interface table functionality to capture PeopleSoft EnterpriseOne transactions and provide notification to third-party software, end users, and other PeopleSoft systems that have requested to be notified when certain transactions occur.

Z table A working table where non-PeopleSoft EnterpriseOne information can be stored and then processed into PeopleSoft EnterpriseOne. Interface tables also can be used to retrieve PeopleSoft EnterpriseOne data. Interface tables are also known as interface tables.

Z transaction Third-party data that is properly formatted in interface tables for updating to the PeopleSoft EnterpriseOne database.

Index

A

A/R Draft Collection program (R03B680) 297
  processing options 301
AAIs
  setting up for warranty claims 252
  setting up for work orders 190
AAIs (Automatic Accounting Instructions) 39
AAIs for contracts
  overview 156
Account Revisions form 41
activity rules
  setting up activity rules for work orders 192
Add Daylight Savings Rule form 118
Add Equipment program (P90CD920) 271
additional documentation xvi
adjustment details
  setting up 285
adjustment schedules
  activating for cases 292
  activating for supplier recovery claims 293
  activating for warranty claims 292
  activating for work orders 292
  attaching schedules to contracts, work orders, and cases 288
  attaching to contracts 292
  attaching to customer records 291
  attaching to service provider records 292
  attaching to supplier records 292
  setting up 284
advanced pricing
  activating adjustment schedules for cases 292
  activating adjustment schedules for supplier recovery claims 293
  activating adjustment schedules for warranty claims 292
  activating adjustment schedules for work orders 292
  attaching adjustment schedules to contracts 292
  attaching adjustment schedules to contracts, work orders, and cases 288
  attaching adjustment schedules to customer records 291
  attaching adjustment schedules to service provider records 292
  attaching adjustment schedules to supplier records 292
  defining pricing hierarchy 276
  overview 273
  preference hierarchies overview 274
  price history and adjustments 293
  setting up adjustment details 285
  setting up adjustment schedules 284
  setting up price adjustment definitions 279
  setting up service and warranty detail groups 276
amortization
  definition 103
  for billed contracts 162
  reviewing contract billing 155
amortization records for contracts
  reviewing 164
amortization workfile generation
  for billed contracts 162
Amortization Workfile Generation program (R17321) 162
  processing options 163
application fundamentals xv, xxiii
approvals
  setting up approvals for work orders 192
Assessor Default Entry program (P17113) 41
  processing options 42
assessor defaults and rules sequence
  setting up 41
Asset Master Information program (P1201) 89
assigning labor to a work order 215
assigning parts to a work order 209

authorization of prepayment transactions 296
Automatic Accounting Instructions
setting up 39

B

base warranty
definition 103, 178
base warranty contracts 88
base warranty defaults
setting up 57
billing for Service Management
overview 12
billing frequency
setting up for contracts 114
Billing Frequency Code Revisions form 114
Billing Frequency Information program (P15019) 114
billing information for contracts
reviewing 160
billing process for contracts
overview 155
billing work orders 240
Billing/Amortization Control Inquiry form 161, 165
Billing/Amortization Control Inquiry program (P1794) 160, 164
blanket contract
definition 103
Branch Scripting
overview 12

C

Cancel Contract form 151
cancel contracts 130
Cancel/Suspend Contract Line form 152
canceling and suspending contract detail lines 151
canceling contracts 150
check digits 25
checklist for setup
warranty claims and supplier recovery claims 250
comments, submitting xx
common elements xx
component and parent information
revising 89
constants
setting up 19
setting up constants for work orders 192
setting up for contracts 108
contact information xx
contract
definition 103
contract billing
updating tables 158
contract billing for Service Management
overview 158
contract cancels, suspensions, and renewals
defined 130
contract cost type percentages 121
contract coverage 118
definition 103
entering coverage information 105
setting up for contracts 118
contract detail for service
entering information 138
contract detail for supplier
entering information 134
Contract Detail form 142
contract duration ranges 126
Contract Duration Ranges form 126
Contract Duration Ranges program (P1726) 126
contract entitlement dates 124
Contract Entitlement Rules Sequence form 149
contract header for service
entering information 135
contract header for supplier
entering information 133
contract line types
entering line types 105
contract management
overview 9
Contract Renewal Letters program (R1731) 154
processing options 154
contract renewals
setting up MailMerge documents for contracts 126
Contract Report (R1734) 166
processing options 167
Contract Revisions form 138
Contract Revisions program (P1721) 135, 138, 142, 150, 151, 152
processing options 143

contract service package 122
contract service types 120
contract setup, *See* setup, contracts
contract types
  overview 104
contract workfile generation
  overview 158
contracts
  amortization workfile generation 162
  amortizing billed revenue 162
  base warranties 88
  canceling 150
  canceling and suspending detail lines 151
  contract coverage 105
  copying service contracts 143
  cost type percentages 105
  creating prepayment transactions 152
  crediting detail lines 152
  defining entitlement rules sequence for service contracts 149
  defining entitlement rules sequence for supplier contracts 150
  duration ranges 106
  generating renewal letters 154
  hierarchy for G/L class codes for contracts 156
  hierarchy for responsible business unit for contracts 157
  line types 105
  managing contracts 129
  overview 103
  overview of AAIs for contracts 156
  overview of billing process 155
  printing 165
  renewal letters 106
  renewing service contracts 143
  reviewing amortization records 164
  reviewing billing information 160
  reviewing entitlement information for service contracts 150
  reviewing entitlement information for supplier contracts 150
  reviewing renewal letters 154
  reviewing service contract information 142
  reviewing the Contract Report 166
  reviewing the Service Contract Cancel report 175
  reviewing the Service Contract Detail Renewal report 171
  reviewing the Service Contract Renewal report 167
  service packages 105
  service types 105
  suspending 151
  terms and concepts 103
copying labor detail 215
copying service contracts 143
cost routing journal entries
  posting to the general ledger 239
  reviewing and approving for work orders 225, 239
cost type percentages
  setting up for contracts 105, 121
Cost Type Percentages program (P1792) 121
Cost Type Percentages Revisions form 122
coverage group
  definition 103
Create Base Warranty Contract form 89
Create Base Warranty Contracts program (P17212) 88
Create Equipment Master Extension Tables program (P17021) 73
  processing options 73
creating equipment records from fixed assets 73
creating equipment records manually 60
Credit Contract Line form 152
crediting contract detail lines 152
CRM - Manage Equipment program (P90CD001) 60
  processing options 72
CRM Constants program (P90CA000) 19
cross-references xix
Customer Connection website xvi
Customer Information Revisions form 31
customer invoice processing 240
Customer Reference report ((R17022) 97
Customer Reference report (R17022) 102
customer self-service portal 271
  overview 11
customers
  deleting 31
customers and service providers
  setting up 28

D

daylight savings rules
setting up for contracts 118
Daylight Savings Rules program (P00085) 118
deleting customers 31
deleting service providers 33
Distribution AAIs program (P40950) 39
document type information
setting up 44
Document Type Maintenance program (P40040) 44
Document Type Revisions form 45
documentation
printed xvi
related xvi
updates xvi
duration ranges
setting up for contracts 106, 126

E

entering work orders
using the Service Management Workbench 218
Entitlement Date Revisions form 124
entitlement dates
setting up for contracts 124
Entitlement Dates program (P1791) 124
entitlement information
service contracts 150
supplier contracts 150
entitlement rules sequence
service contracts 149
supplier contracts 150
entitlements
defined 130
Entitlements Inquiry program (P1723) 150
equipment
managing 49
terms and concepts 50
Equipment Components program (P12011) 89
equipment constants
setting up 55
equipment information
overview 49
equipment management
overview 9
Equipment Master
creating records from batch processes 79
tables 60
Equipment Master global update
running 86
Equipment Master Global Update form 87
Equipment Master Global Update program (P17022) 79, 83
processing options 87
Equipment Master Parent/Child program (P12017) 89
processing options 92
Equipment Master Revisions form 62
Equipment Master Revisions program (P1702) 60
processing options 67
Equipment Master update
running 84
Equipment Master Update process 82
Equipment Master Update program (R17024) 79, 82
processing options 84
Equipment Master updates 79
equipment number
definition 178
Equipment PM Schedule form
explanation of form regions 98
Equipment PM Schedule program (P1207) 96
processing options 101
equipment record
non-serialized items 81
equipment records
creating from fixed assets 73
creating manually 60
creating manually for CRM users 63
creating manually for non-CRM users 62
mean time between failures 93
parent and component information 89
registering products 74
scheduling maintenance 96
serialized items 80
serialized vs. non-serialized items 80
speed registration of products 74
status history 93
updating records from Ship Confirm 82, 83
See Also Ship Confirm

Equipment–Manage <Equipment Name> <Equipment Number> form 63
Example of supplier recovery claim and warranty claim 248
Example of tables storing base warranty default information 58
Example of Work Order Management process flow 178
extended warranty
definition 104, 178

F

failure analysis
overview 11
failures
mean time between failures for equipment 93
features
Service Management 9
free contract
definition 104

G

G/L class codes
hierarchy for contracts 156
hierarchy for work orders 190
generating the contract workfile 158

H

hierarchy for G/L class codes for contracts
overview 156
hierarchy for G/L class codes for work orders
overview 190
hierarchy for responsible business unit for contracts
overview 157
hierarchy for responsible business unit for work orders
overview 191
history
setting up work order history 192
Hours and Quantities Proof program (R31322) 226

I

implementation steps
Service Management 5
Inbound Warranty Claim Labor Detail Processing program (R173112Z2I) 265
processing options 270
Inbound Warranty Claim Parts Detail Processing program (R173111Z2I) 265
processing options 269
Inbound Warranty Claim Processing (R174801Z2I)
processing options 266
inbound warranty claims 265
labor detail 265
parts detail 265
Inbound Warranty Claims Processing program (R174801Z2I) 265
integrations
Service Management 2
Intelligent Graphic Solution (IGS)
overview 13
interoperability for warranty claims and supplier recovery claims
overview 265
inventory
issuing inventory to work orders 224
issuing inventory to work orders from a single location 229
issuing inventory to work orders from multiple locations 230
inventory information
setting up 38
Inventory Issue Revisions form 229
inventory item number
explanation 179
inventory journal entries
reviewing and approving for work orders 225, 234
invoice processing 240
item branch/plant information
assigning an item to a branch/plant 38
item master
creating 38

L

labor for work orders
assigning labor detail manually 215
copying labor detail 215
Line Type Constants Revisions form 110
line types
setting up for contracts 110
linking service types 96

M

MailMerge documents for contract renewals 126
MailMerge Workbench
  contract renewal letters 106
maintenance
  scheduling maintenance for equipment 96
managing contracts 103, 129
managing equipment 49
mean time between failure
  definition 179
mean time to repair
  definition 179
MMA Partners xvi
model
  definition 179
Modify Adj. Controls form 280
multicurrency transactions
  warranty claims and supplier recovery claims 249

N

Next Number Revisions program (P0002) 25
next numbers
  overview 25
  setting up 25
non-serialized items 81
notes xix

O

outbound supplier recovery claims 265
Outbound Supplier Recovery Processing program (R174801Z2O) 265
  processing options 267
overviews
  AAIs for contracts 156
  advanced pricing 273
  billing for Service Management 12
  billing process for contracts 155
  Branch Scripting 12
  contract billing for Service Management 158
  contract management 9
  contract types 104
  contract workfile generation 158
  contracts 103
  customer self-service portal 11
  equipment information 49
  equipment management 9
  failure analysis 11
  hierarchy for G/L class codes for contracts 156
  hierarchy for G/L class codes for work orders 190
  hierarchy for responsible business unit for contracts 157
  hierarchy for responsible business unit for work orders 191
  Intelligent Graphic Solution (IGS) 13
  interoperability for warranty claims and supplier recovery claims 265
  managing supplier recovery claims 260
  managing warranty claims 252
  next numbers 25
  prepayment processing 295
  preventive maintenance cycle 13
  Returned Material Authorization (RMA) 13
  Service Management 1
  Service Management Workbench 218
  Solution Advisor 11
  supplier recovery 10
  supplier recovery claims and warranty claims 247
  system features 9
  user-defined codes 22
  Vertex sales tax 305
  voucher processing for Service Management 12
  warranty claims 10
  warranty claims and supplier recovery claims 247
  work order billing and paying 240
  work order labor 215
  work order management 10, 177
  work order parts 209
  work order processing 224
  work orders 197

P

P0002 program 25
P0004A (User Defined Codes) program 22
P0004A program 22
P00085 program 118
P004201 program 152, 296
  processing options 296

P05WEBMM program 154
P05WMMWB program 126
P1201 program 89
P12011 program 89
P12017 program 89
  processing options 92
P1207 program 96
  processing options 101
P12212 program 89
P1307 program 93
  processing options 95
P15019 program 114
P17001 program 19, 55, 108, 192
P1701 program 60
  processing options 64
P1702 program 60
  processing options 67
P17021 program 73
  processing options 73
P17022 program 79, 83
  processing options 87
P1705 program 74
P17051 program 74
  processing options 76
P17111 program 57
P17113 program 41
  processing options 42
P1720 program 149
  processing options 148
P17201 program 133, 134, 150
P1721 program 135, 138, 142, 150, 151, 152
  processing options 143
P17212 program 88
P1723 program 150
P1724 program 118
  processing options 119
P1725 program 120
P1726 program 126
P1729 program 122
P174801Z program
  processing options 268
P1771 program 43
P17714 program
  processing options 199
P17715 program 192
  processing options 195
P17730 program 209
  processing options 210
P17732 program 215
  processing options 216
P1777 program 252
  processing options 254
P1779 program 260
  processing options 262
P1782 program 28, 36
P1790 program 27
P1791 program 124
P1792 program 121
P1793 program 110
P1794 program 160, 164
P31113 program 224
  processing options 231
P311221 program 225
  processing options 236
P40040 program 44
P4008 program 115
  processing options 117
P4072 program 285
P40950 program 39
P48201/P17714 programs 197
P90CA000 program 19
P90CD001 program 60
  processing options 72
P90CD020 program 218
  processing options 221
P90CD900 program 272
P90CD910 program 272
P90CD920 program 271, 272
parent and component information
  revising 89
Parent History Inquiry program (P12212) 89
Parent/Child Browse form 92
parts for work orders 209
paying work orders 240
payment tracking
  defined 130
PeopleBooks
  ordering xvi
PeopleCode, typographical conventions xviii
PeopleSoft application fundamentals xv
PM Classification form 101
portal
  adding equipment 271
  customer self-service 271
  viewing contracts 272
  viewing equipment 272
  viewing work orders 272

preference hierarchies
overview 274
Preference Master Revision form 275
prepayment processing
overview 295
reviewing prepayment journal entries 298
running the A/R draft collection program 297
running the prepayment transaction report 298
settlement of transactions 297
transaction authorization 296
transactions 297
Prepayment Transaction report (R004203) 298
processing options 303
prepayment transactions
creating for contracts 152
prepayments for work orders 224
prerequisites xv
preventive maintenance (PM) schedules 96
preventive maintenance contract
definition 104
preventive maintenance cycle
overview 13
Price & Adjustment Detail Revisions program (P4072) 285
price adjustment definitions
setting up 279
Price Adjustment Detail Revisions form 286
Price Adjustment Schedule Revisions form 285
price adjustments
adding 293
price history
reviewing 293
Price History form 293
pricing hierarchy
defining 276
Print Contracts program (R1733) 165
Print Contracts Report (R1733)
processing options 165
printed documentation xvi
printing contracts 165
process flow
work order 178
product family
definition 179
product family and model combinations
setting up 27
Product Family/Model Revisions form 28
Product Family/Model Revisions program (P1790) 27
product registration 74
Product Registration Entry program (P17051) 74
Product Registration program (P17051)
processing options 76
Product Registration Revisions form 76
product speed registration 74
purging
warranty claims and supplier recovery claims 270

Q

Quick Product Registration form 79
quotes for work orders 224

R

R004202 program 297
processing options 300
R004203 report 298
processing options 303
R03B680 program 297
processing options 301
R17022 report 97, 102
R17024 program 79, 82
processing options 84
R1730 program 143
processing options 167
R1730 report 167
R1731 program 154
processing options 154
R173111Z2I program 265
processing options 269
R173112Z2I program 265
processing options 270
R1732 program
processing options 159
R17321 program 162
processing options 163
R1733 program 165
processing options 165
R1734 program
processing options 167
R1734 report 166

R1735 program
processing options 171
R1735 report 171
R1736 program
processing options 175
R1736 report 175
R174801Z2I program 265
processing options 266
R174801Z2O program 265
processing options 267
R174801Z2P program 270
processing options 270
R17711 program 224
processing options 228
R1775 program 240, 241
processing options 242
R177701 program 253, 258, 260, 264
processing options 258
R31322 program 226
R31422 program 226
processing options 238
related documentation xvi
renew contracts 130
renewal letters
generating for contracts 154
reviewing for contracts 154
renewing service contracts 143
repair time schedules
setting up 43
responsible business unit
hierarchy for contracts 157
hierarchy for work orders 191
returned material authorization
definition 179
Returned Material Authorization (RMA)
overview 13
reviewing the Contract Report 166
reviewing the Service Contract Cancel report 175
reviewing the Service Contract Detail Renewal report 171
reviewing the Service Contract Renewal report 167
Revise Contract Coverage form 119
Revise Contract Service Package form 123
Revise Contract Services form 120
Revisions
warranty claims and supplier recovery claims 268
rules sequence
warranty 57

S

S&WM Line Type Constants Revisions program (P1793) 110
S/WM Order Detail Price Group Definition form 277
S/WM System Constants form 56
S/WM System Constants Revisions form 20, 109, 194
S&WM System Constants Revisions program (P17001) 19, 55, 108, 192
scheduling maintenance for equipment 96
self-service portal 271
serial number
definition 179
serial numbers
advanced processing 80
basic processing 80
equipment 80
Service & Warranty Management Information program (P1782) 28, 36
service address number
definition 179
service and warranty detail groups
setting up 276
service contract
copying 143
defining entitlement rules sequence 149
renewing 143
reviewing entitlement information 150
reviewing information 142
Service Contract Cancel program (R1736)
processing options 175
Service Contract Cancel Report (R1736) 175
service contract detail
entering information 138
Service Contract Detail Renewal (R1735)
processing options 171
service contract header
entering information 135
Service Contract Header form 136, 153
Service Contract Renewal (R1730)
processing options 167
Service Contract Renewal program (R1730) 143

Service Contract Renewal Report (R1730) 167
Service Contract Renewal Report (R1735) 171
Service Contract Workfile Generation program (R1732)
processing options 159
R1732 program 158
service contracts
defined 129
Service Management
additional features 11
features 9
implementation steps 5
integrations 2
Service Management Workbench
overview 218
Service Management Workbench program (P90CD020) 218
processing options 221
service package
definition 104, 179
setting up for contracts 122
service packages
entering information for contracts 105
Service Provider Revisions form 33
service provider voucher processing 241
service providers
deleting 33
service providers and customers
setting up 28
service types
definition 104, 179
entering service type information for contracts 105
linking 96
setting up for contracts 120
Set Up Next Numbers by System form 26
setting up 15
See Also setup
setting up AAIs for warranty claims 252
setting up AAIs for work orders 190
setting up assessor defaults and rules sequence 41
setting up Automatic Accounting Instructions 39
setting up base warranty defaults 57
setting up billing frequency 114
setting up constants 19
setting up contract constants 108
setting up contract line types 110
setting up customers and service providers 28
setting up daylight savings rules for contracts 118
setting up document type information 44
setting up equipment constants 55
setting up inventory information 38
setting up next numbers 25
setting up product family and model combinations 27
setting up repair time schedules 43
setting up Service Management 15
setting up service providers and customers 28
setting up suppliers 36
setting up tax rates 115
setting up user-defined codes 22
Settle Prepayment Transactions program (R004202) 297
processing options 300
setup
assessor defaults and rules sequence 41
Automatic Accounting Instructions 39
base warranty defaults 57
checklist for warranty claims and supplier recovery claims 250
constants 19
contract billing frequency 114
contract constants 108
contract cost type percentages 121
contract coverage 118
contract daylight savings rules 118
contract duration ranges 126
contract entitlement dates 124
contract line types 110
contract service package 122
contract service types 120
contract tax rates 115
contracts 105
customers and service providers 28
document type information 44
equipment constants 55
inventory information 38
MailMerge documents for contract renewals 126
next numbers 25
product family and model combinations 27
repair time schedules 43

Service Management 15
service providers and customers 28
suppliers 36
user-defined codes 22
work orders 192
Ship Confirm 82, 83
Solution Advisor
overview 11
speed registration 74
Speed Registration Entry program (P1705) 74
Standard Repair Time Entry program (P1771) 43
Standard Repair Time Revisions form 43
status history
reviewing equipment records and work orders 93
Status History program (P1307) 93
processing options 95
suggestions, submitting xx
supplier contract
defining entitlement rules sequence 150
reviewing entitlement information 150
supplier contract detail
entering information 134
supplier contract header
entering information 133
Supplier Contract Header form 133
Supplier Contract Revisions form 134
supplier contracts
defined 130
Supplier Contracts program (17201) 150
Supplier Contracts program (P17201) 133, 134, 150
supplier recovery
overview 10
Supplier Recovery Claim Entry program (P1779) 260
supplier recovery claims
submitting 264
supplier recovery claims and warranty claims
checklist for setup 250
multicurrency transactions 249
overview 247
terms 248
supplier recovery claims processing 260
Supplier Recovery Claims program (P1779)
processing options 262
Supplier Recovery Claims Revisions form 262
supplier recovery management
overview 260
Supplier Recovery Workfile Generation program (R177701) 260
suppliers
setting up 36
Suspend Contract form 151
suspend contracts 130
suspending and canceling contract detail lines 151
suspending contracts 151
SWM Warranty Claim/Supplier Recovery Workfile Generation program 264
SWM Warranty Claim/Supplier Recovery Workfile Generation program (R177701)
processing options 258
SWM Work Order Workfile Generation program (R1775) 240, 241
processing options 242

T

tables
Billing Detail Workfile (F4812) 158
Billing/Amortization Control Master (F1794) 162
Contract Detail (F1721) 155
Equipment Master 60
Tax Rate/ Areas program (P4008) 115
Tax Rate/Area program (P4008)
processing options 117
Tax Rate/Area Revisions form 115
tax rates
setting up for contracts 115
terms and concepts
contracts 103
equipment 50
work orders 178
time entry for work orders 225
processing hours and quantities 226
typographical conventions xviii

U

updating the Equipment Master 79
updating the Equipment Master for multiple records 83
updating the Equipment Master from ship confirm 82

user-defined codes
overview 22
setting up 22

V

Vertex sales tax
overview 305
View Contracts program (P90CD900) 272
View Equipment program (P90CD920) 272
View Work Orders program (P90CD910) 272
visual cues xix
voucher processing 241
voucher processing for Service Management
overview 12

W

W.O. Hours and Quantities Update program (R31422) 226
W.O. Hours and Quantity Update program (R31422)
processing options 238
warnings xix
warranties
base warranty contracts 88
setting up base warranty defaults 57
warranty
definition 104, 179
Warranty Claim Revisions form 254
Warranty Claim Workfile Generation program (R177701) 253, 258
Warranty Claim/Supplier Recovery Processing program (P174801Z)
processing options 268
Warranty Claim/Supplier Recovery Purge program (R174801Z2P) 270
processing options 270
warranty claims
overview 10
submitting 258
warranty claims and supplier recovery claims
checklist for setup 250
multicurrency transactions 249
overview 247
purging 270
revising 268
terms 248
warranty claims management
overview 252
warranty claims processing 253
Warranty Claims program (P1777) 252
processing options 254
Warranty Defaults program (P17111) 57
Warranty Defaults Revisions form 59
Warranty Defaults Rules Sequence form 59
Web Mail Merge program (P05WEBMM) 154
Web Mail Merge Template Details 127
Web Mail Merge Work Bench program (P05WMMWB) 126
work order
process flow 178
Work Order - Manage <work order description> form 221
work order activity rules
setting up activity rules 192
Work Order Activity Rules form 196
work order approvals
setting up approvals 192
work order billing and paying
overview 240
work order constants
setting up constants 192
work order history
setting up history 192
Work Order Inventory Issues program (P31113) 224
processing options 231
work order labor
overview 215
Work Order Labor Detail program (P17732) 215
processing options 216
work order management
overview 10, 177
work order parts
overview 209
Work Order Parts Detail program (P17730) 209
processing options 210
Work Order Parts List Revisions form 210
work order processing
overview 224
Work Order Quote program (R17711) 224
processing options 228

Work Order Revisions form 199
Work Order Revisions program (P17714) 197
  processing options 199
work order setup, *See* setup, work orders
Work Order Time Entry program (P311221) 225
  processing options 236
work orders
  entering time for work orders 225
  generating the workfile 226
  hierarchy for G/L class codes for work orders 190
  hierarchy for responsible business unit for work orders 191
  issuing inventory 224
  issuing inventory from a single location 229
  issuing inventory from multiple locations 230
  overview 197
  posting cost routing journal entries to the general ledger 239
  prepayments 224
  processing hours and quantities 226
  quotes 224
  reviewing and approving cost routing journal entries 225, 239
  reviewing and approving inventory journal entries 225, 234
  status history 93
  terms and concepts 178
  using the Service Management Workbench 218
Work with Contract Coverage program (P1724)
  processing options 119
Work With Contract Coverage program (P1724) 118
Work With Contract Service Packages program (P1729) 122
Work With Contract Services program (P1725) 120
Work With Contracts program (P1720) 149
  processing options 148
Work with Equipment Master program (P1701) 60
  processing options 64
Work With Parent History form 91
Work with Prepayment Processing Information program (P004201) 152, 296
  processing options 296
Work with Prepayment Transactions form 299
Work With Status History form 94
Work With Work Order History program (P17715) 192
  processing options 195
Work With Work Orders program (P48201) 197
workfile generation for work orders tables 226
workflow for Service Management 307